

What New Members
Need to Know: p. 4


Tips from the Pros:
p. 12, 22, 40

Meet CompuServe
Information
Manager: p. 26

COMPU SERVE

M A G A Z I N E

Welcome New Member

- 
- ▶ Exploring CompuServe
 - ▶ How to Use Forums
 - ▶ Find Help Fast
 - ▶ Hardware Havens
 - ▶ Easy Ways to Manage Online Time
 - ▶ Plus Downloading Step-by-Step
 - ▶ Answers to Top Questions and more

CheckFree: The Fastest Way To Pay Bills And Handle Finances.



CheckFree®

**Electronically Pays All Your Bills
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No Checks, No Stamps, No Paperwork.**

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Organizes Your Finances.

CheckFree gives you a completely automated checking account register that's updated automatically with each transaction. You can also record deposits or other non-CheckFree transactions. Checkbook reconciliation is virtually automatic. There's even an easy-to-use package of income, expense, and budget reports that keeps you constantly aware of what's coming in and what's going out.

Completely Secure.

CheckFree is more secure than conventional check writing. Payments are processed through the Federal Reserve System, so CheckFree never requires actual access to your account. Only you have access to your funds and only you authorize payments.

Built Into Other Leading Personal Finance Programs.

CheckFree is the only software package designed specifically for the efficiency of electronic payment technology. Simply put, it's the fastest and easiest way to handle your finances. What if you like the idea of CheckFree electronic bill payment, but prefer to use Managing Your Money®, Quicken®, or Checkwrite Plus®? No problem. CheckFree is seamlessly integrated into these programs, so you can enjoy the convenience of electronic bill payment with your choice of personal finance software.

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Used By Thousands All Over The U.S.

See what experts have to say:

"The CheckFree electronic bill-paying service belongs to that rare class of product that is forward-looking, universally useful, and available today."



**PC Magazine, Best of 1989 Awards
January 16, 1990 issue**

"CheckFree makes bill paying a quick, painless task rather than a monthly ritual to be dreaded ... Checkfree Corporation has been handling commercial electronic payments for companies such as CompuServe® for years, and its experience and professionalism showed in all aspects of my dealings with it."

PC Magazine

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Robert Cullen, Home Office Computing

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CheckFree is also available at leading retailers including Egghead Discount Software®, Electronics Boutique®, Babbages®, Waldensoft®, Software Etc., Soft Warehouse®, Radio Shack®, Best Buy®, and Price Club®.

GO CF to view our Mall store.



CheckFree®

Client Support: free access via Email. **Hardware Requirements:** IBM® PC/Compatibles with 384K usable RAM, MS-DOS® 2.1, two floppy drives or a hard disk system – or Macintosh® 512KE or higher, 800K drive. Hayes® compatible modem also required.

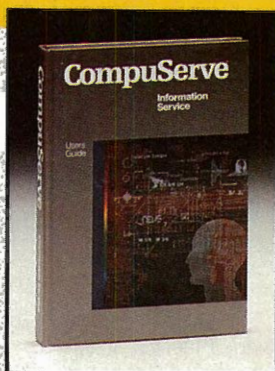
***Limitations:** Over 20 monthly transactions involve a nominal surcharge (\$3 per ten payments or portion thereof).

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CompuServe Users Guide

This helpful handbook clearly explains all the ins and outs of the Information Service. It expounds upon popular product and service areas, as well as provides you with the necessary basics for competent online navigation.



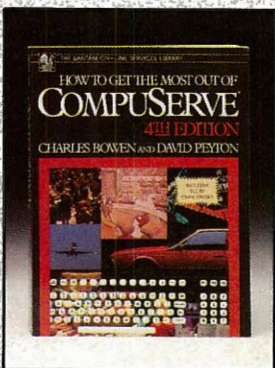
CompuServe Almanac

This is an exhaustive breakdown of every online product and service. It offers a brief description of every online area and lists the command that takes you to each. It's a great way to chart your course before logging on.



How to Get the Most out of CompuServe

Two independent authors share their many years of CompuServe experience in *How to Get the Most out of CompuServe*. It provides an objective look at the Information Service and offers suggestions for conserving online time and money.



TAKE THE DIRECT ROUTE

To help you save time and money by reaching your online destination as quickly as possible, CompuServe offers three publications that acquaint you with the Information Service. These books give you directions on how to travel swiftly from one area to another and perform all sorts of online tasks. In fact, they're so complete that they can turn you into a CompuServe pro before you ever go online. Take a look.

Stop and GO

Stop what you're doing and enter GO ORDER at any Information Service prompt to take advantage of these valuable offline navigation tools. They're sure to make all your online journeys quick and smooth.

CompuServe®

CONTENTS

FEATURES

Welcome

4 What All New Members Should Know

Learn key commands, read about free member support services, get online easily, check billing information, find services quickly and more.

Your Guides

8 Browse the Online Helpshelf

Discover how to get the most out of CompuServe by reviewing recommended books and guides as you explore online. Plus, an inside look at Customer Service.

Exploring Forums

12 First Time in a Forum?

Online experts offer support, explanations and examples for new members. Plus, get started in the free Practice Forum.

16 Computer Communities

Find support for your computer with hardware and software users groups. *Collect \$5 of free connect time.*

20 Directions on Downloading

Learn how to retrieve data from CompuServe's forums.

Navigation

22 Getting Around

Members from throughout the world share tips and shortcuts to help newcomers.

26 CompuServe Takes on a New Dimension

With CompuServe Information Manager software, new members can pull down windows to get around the service faster, specify "favorite places" and more.

30 Express Access

Automated programs can manage your online session from log-on to log-off. Find one for your computer.

Adventure

32 Enter the World of CB

Communicate with other members in real time through the CB Simulator.

34 Shop The Mall That Is Always Open

The Electronic Mall offers specialty products, information and services online. *Collect \$5 of free connect time.*

35 Financial Opportunities

Expand your expertise with financial services. *Collect \$5 of free connect time.*

36 Search and Find

A comprehensive guide to CompuServe's reference products.

37 Traveler's Advantage

Go online for personal travel planning before you pack.

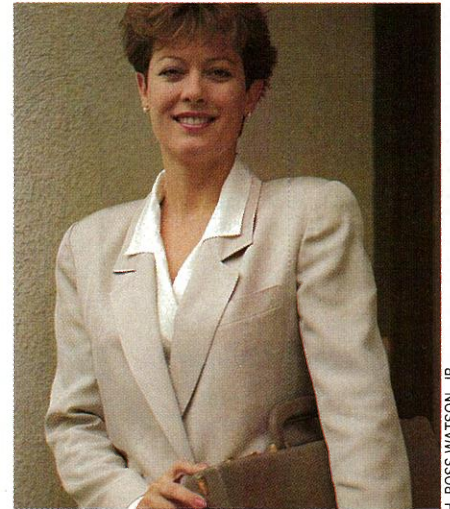
In Command

38 Beat the Clock

Conduct company and personal business online in five, 10, 15 and 20 minutes.

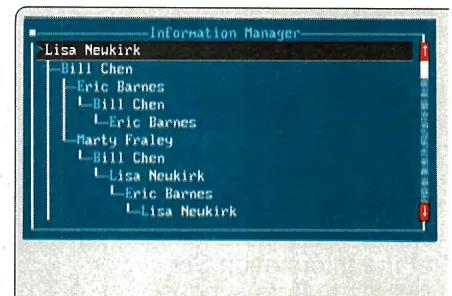
40 Quick Tips

A collection of hints for using CompuServe more effectively.



H. ROSS WATSON, JR.

Veteran CompuServe members, such as Christine Dattilo, share tips to help newcomers get up to speed quickly ... page 22



CompuServe Information Manager helps members access, sort and use information more effectively ... page 26

COMPU SERVE

M A G A Z I N E

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Copy current as of November 1990.

Dear Reader

Dear New CompuServe Member:

Welcome to CompuServe and to *CompuServe Magazine*.

This special edition of *CompuServe Magazine* will help introduce you to the CompuServe Information Service—how to get started, where to turn for assistance when you need it and how to get the most value for your online time.

CompuServe Magazine is published monthly for all CompuServe members. For more than nine years, the magazine has served hundreds of thousands of CompuServe members who rely on it to provide the latest information about new or updated products and services, tips/tutorials, online shopping guides, computer product reviews and more. Many members save every issue as a library reference tool to CompuServe. You can look forward to getting the magazine during the first week of every month.

Although *CompuServe Magazine* is a valuable ongoing resource for many CompuServe members, newcomers have special needs. That's why you are receiving a special *CompuServe Magazine New Member Edition*. Inside you will find answers and solutions to most novice members' questions and problems. Many articles and special tips were contributed by people who were new members not so long ago and remember what it was like.

We urge you to read the *New Member Edition* carefully to get a "feel" for the excitement and depth of the CompuServe Information Service. Before long you will be navigating CompuServe like a pro and finding, as thousands of others have, that *CompuServe Magazine* is your guide to a continually growing and improving service.

* * *

Some closing words about *CompuServe Magazine*: **The monthly printed publication is not the end of your magazine.** *CompuServe Magazine* has an online counterpart called *Online Today*. *Online Today*—updated 365 days a year—contains up-to-the-minute news about CompuServe, daily computer/information industry news, special columns, more hardware/software reviews, computer book reviews and more. To reach *Online Today*, access the CompuServe Information Service and type GO OLT at any (!) prompt.

* * *

Finally, we urge you to try the *Online Today* Readers' Forum (GO OLTFORUM) after you've had a chance to practice using a discussion forum. The *Online Today* Readers' Forum has editors and writers who specialize in answering questions from readers of *CompuServe Magazine* and *Online Today*.

We hope *CompuServe Magazine* and its family of services will help provide you with many happy and productive hours of online computing.

Douglas G. Branstetter
Editor, *CompuServe Magazine*

WELCOME

Did You Know That with CompuServe, You Can ...

Find the latest car model in the New Car Showroom (GO NEWCAR).

Find a friend in the Member Directory for free (GO DIRECTORY).

Become a game show contestant in *You Guessed It!* (GO YGI).

Search for colleges in Peterson's College Guide (GO PETERSON).

Stay up-to-date with news, weather and sports (GO NEWS).

Send electronic mail 24 hours a day (GO MAIL).

Keep a tally of your online charges for free (GO BILL).

Make airline reservations online (GO FLIGHTS).

Read reviews/descriptions of current movies (GO MOVIES).

Order the new *CompuServe Almanac* (GO ORDER). Ordering time is free.

Improve your buying decisions with Consumer Reports (GO CONSUMER).

Analyze a specific business market by accessing Business Demographics Reports (GO BUSDEM).

Learn how to use the financial databases free of surcharges if you use the ticker HRB (H&R Block).

Follow your favorite soap, daytime or primetime, in Soap Opera Summaries (GO SOAPS).

Meet new friends and save money on online conversation (GO CBCLUB).

Obtain current stock quotations (QUOTES). Note: It is not

necessary to type "GO" with this command.

Find out your local weather forecast (WEATHER). Note: It is not necessary to type "GO" with this command.

Keep up with articles from your favorite computer publications in Computer Database Plus (GO COMPDB).

Learn how to research your family tree in the Genealogy Forum (GO ROOTS).

Easily locate free Macintosh, IBM, Atari or graphics software using File Finders (GO MACFF, GO IBMFF, GO ATARIFF or GO GRAPHFF).

Earn \$25 of free online usage for each new member you recommend (GO FRIEND). Area is free.

Save time by shopping in The Electronic Mall (GO MALL).

Increase productivity with the *CompuServe Financial Services Users Guide* (GO ORDER). Ordering time is free.

Find tips on how to use your personal computer more effectively (GO COMPUTER).

Use Classifieds to buy or sell items of interest (GO CLASSIFIEDS).

Find a toll-free number in the AT&T Toll-Free 800 Directory for free (GO ATT).

Get help in CompuServe's many software forums (GO SUPPORT).

Find free connect time, online discounts and contests in CompuServe's Specials/Contests area (GO SPECIALS).

Find Out What's New

What's New is a weekly online bulletin that describes new and updated services on CompuServe. It includes connect-time free news articles about such things as The Electronic Mall, forum conference schedules, news of online promotions, events and announcements of new services.

The What's New menu is updated every Thursday and is displayed the first three times you access the service after the update. You also can type GO NEW at any prompt to view the What's New menu.

Each What's New article contains a Quick Reference Word, or GO command, that makes it easy to access the area described in the article.

To stay informed about what's happening on CompuServe free of connect-time charges, read the What's New articles each week.

Online Access Tips

CompuServe provides local access telephone numbers for 85 percent of the US population.

US and Canadian access numbers are searchable by area code, city and state, and sorted by baud rate (GO PHONES).

Look up Access Numbers Toll-free

Dial 800/FINDCIS with your modem to reach the CompuServe Phone Number Access area, a free service for CompuServe members within the United States.

When prompted for "Host Name:" or User ID number, type PHONES and you'll receive a menu allowing you to find CompuServe access numbers and to report any problems.

Notes on Networks

You can search for only CompuServe network numbers or all network numbers. A display code indicates the network. For example:

Dayton OH CS 513/461-1054
Dayton OH TEL 513/461-5254
Dayton OH TYM 513/898-0124
Donnelsville OH LAT 513/323-2272

CS indicates the CompuServe network (least expensive access); TEL is Telenet; TYM is TYM-NET; and LAT is a LATA network number. For a description of the network codes, select the "Help and Information" option on the Phones main menu. Log-on procedures (GO LOGON) for each network are also available.

Online with the World

The International Access Information database (GO INTERNATIONAL) explains how to access CompuServe outside the continental US. Divided by continent, this area gives information on rates, log-on instructions and access numbers.

CompuServe members living in Europe can use the commands GO EURORATES, GO EUROPHONES and GO EUROLOGON. Local support for European members is available by calling (toll-free) 0800-289-458 in the UK or by calling 41-03-1-509-800 in Switzerland and other European countries.

CompuServe members in Japan can call 03-221-7363 for local CompuServe support and information about NIFTY-Serve, a Japanese-language information service developed under a licensing agreement with CompuServe.

Get the Lowest Rates

Online Rates (GO RATES) lists the communications surcharges for each network. Connect-time rates vary with baud rates, and the network communications surcharge is added for the total hourly connect rate.

By using the CompuServe network, members save substantial communications surcharges levied by supplemental networks. For a list of additional surcharges that apply, select "Transaction/Premium Programs" on the Rates menu.

Free Membership Support Services

CompuServe has eliminated connect charges from many of the most used and most helpful areas. Now you can get more out of your CompuServe membership, and get the help you need to maintain your account free of CompuServe connect charges.

To make this possible, CompuServe has a monthly charge of \$1.50. Be sure to make good use of the following free areas and you'll come out way ahead of the monthly charge:

Learn all about the newest services, features, and events as soon as they happen by checking out the latest What's New articles. GO NEW

Browse through the Subject Index and you're sure to discover new areas of interest. GO INDEX

Get fast and accurate answers to the most-asked questions about CompuServe in Online Questions & Answers. GO QUESTIONS

Ask specific questions and get answers direct from Customer Service through Feedback. GO FEEDBACK

Sharpen your online speed and accuracy with help from online experts in the Practice Forum. GO PRACTICE

Review your billing information and stay on top of current rates in Charges and Rates. GO CHARGES, GO RATES

Make sure you're using the best possible access method with a visit to the Log-on area. GO LOGON

And be sure you're using the best possible local access number by reviewing the Phone directory. GO PHONES

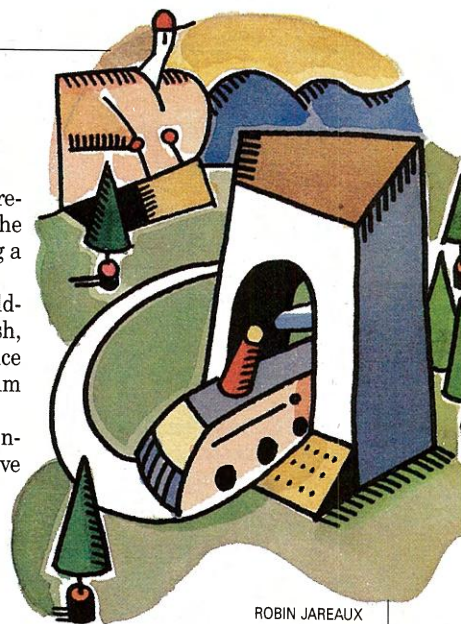
Many members make extensive use of these already. Now you can use any of them whenever you want, for as long as you like—with no connect charges!

Visit the Hobby Center

Whether you're a long-time professional hobbyist or have recently taken up a new pastime, you'll want to explore the CompuServe Hobby Center—a collection of forums covering a wide range of interests.

In these forums, you can network with fellow hobbyists worldwide to learn more about such areas as photography, tropical fish, model aviation, model trains, sailing, scuba, literature, science fiction, genealogy, outdoor sports and more. There's even a forum for collectors of coins, stamps, baseball cards and other items.

All of these forums are managed by knowledgeable professionals eager to help answer your questions. To access the CompuServe Hobby Center, GO HOBBIES.



ROBIN JAREAU

Protect Your Password

Two of the most important items you receive when you become a CompuServe member are your User ID number and password. Here are a few suggestions on how to keep these valuable possessions secure.

Password Security

First, be sure that any password prompt you receive comes from CompuServe. The only time CompuServe requests your password is when you log on each new session. If you are not sure of the authenticity of a password prompt, do not enter the password, but rather try to log on again. Be careful if you receive what appears to be an error message and a request to log on again.

As a CompuServe member with an active account, you are legally responsible for all usage incurred under your User ID number. Therefore, you should not lend your password to others. If your children use your CompuServe account, make them aware of the importance of

keeping a password secret.

To ensure that your password remains secret, it is best not to write it down. If you must write it down, keep it separate from your User ID number and in a secure place. Likewise, never divulge your password to anyone who phones you claiming to be from CompuServe. CompuServe personnel have no need for your personal password.

When demonstrating CompuServe, enter your User ID number and password in a secure setting. Then, change your password in private after the demonstration. When you change your password, choose a password that someone else is not likely to guess. One approach is to choose two unrelated words joined by a symbol (i.e., boat*herald). You are required to choose a password that is at least eight characters in length, with one symbol to make it more difficult for another person to guess your password.

One final tip: when you log on to CompuServe, a message states when you last accessed

the service. For example,

Last access: 14:48 19-Jan-89.

If you did not access the service at that time and date, it is a good bet that someone else knows your password.

Changing Your Password

To change your password (free of connect-time charges), GO PASSWORD at any CompuServe prompt.

Change your password regularly (at least two or three times per year is recommended) no matter how infrequently you access CompuServe.

Help for Lost Passwords

If you lose or forget your password, call CompuServe Customer Service to request that a new password be generated and mailed to you at the address on file for your account. Your new password will be generated and mailed within 24 business hours. The Customer Service telephone number is 800/848-8990 (614/457-8650 for callers outside the United States).

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Top Commands for New Members

1. TOP takes you to the Top menu of CompuServe.
2. HELP displays a CompuServe command summary or instructions for the specific area of the service you have accessed. (Free)
3. OFF or BYE disconnects you from CompuServe.
4. FIND a Topic locates online services by subject (i.e., FIND COMPUTERS).
5. GO ORDER enables you to order CompuServe documentation and software online. (Free)

Symbols at a Glance

As you navigate the CompuServe Information Service, you will notice that some of the menus have choices with special symbols. Here is a quick guide to the most common symbols and what they mean.

(FREE)—indicates that this service is free of connect-time charges. Communication surcharges still apply.

(\$)—indicates that this service carries a surcharge beyond regular connect-time charges. The surcharge begins when you select the choice "Access (the service)."

(E)—indicates that this service is available only to members of the Executive Option. For more information about the Executive Option, type GO EXECUTIVE.

(E\$)—indicates that this service on the Executive Option carries a surcharge.

(W)—indicates a "wide" product, a service requiring an 80-character screen to display the information.

(M)—designates a Mail merchant appearing on any menu outside The Electronic Mail.

Shape the Future

As a new member, you're invited to participate in a free CompuServe marketing research survey. Results of the survey will be used as CompuServe makes decisions about future products.

You'll be asked a few questions about yourself, your microcomputer and your interests, and it takes less than 10 minutes. In return, you'll receive suggestions on which CompuServe services may be most valuable to you.

To participate, type GO POLL.

CompuServe Mail Speeds Communication

CompuServe Mail (GO MAIL) is a quick, economical way to communicate with friends, relatives and business associates.

Send and receive text messages. To create a message, select the "Compose a message" option from the CompuServe Mail main menu and then type the message. At the end, type /EXIT and the Send menu will appear. Select the option to send the message and it will be delivered to the recipient within minutes. If you have an electronic mail message waiting, you'll receive a notification when you access CompuServe.

Upload text or binary files. You can upload messages or programs that were composed offline and send them through electronic mail. Select the option to upload a message and then follow your software manual's instructions for doing a file transfer. Large binary messages of up to 512K in length can be sent to another member via electronic mail and, aside from the upload/download time, you do not pay anything more to send the file than you would pay to send a small message.

Organize addresses. CompuServe Mail has an address book that can store up to 50 names and mailing addresses. Select "Address Book" from the CompuServe Mail main menu.

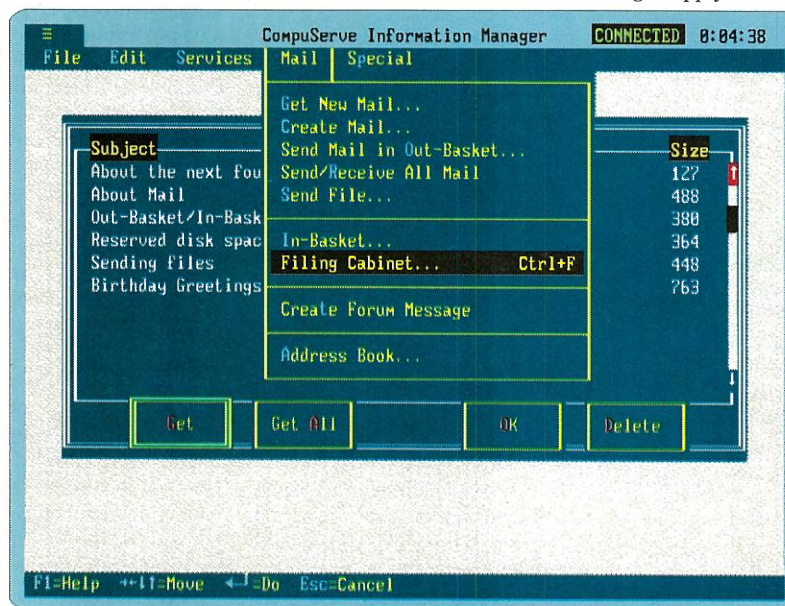
Send to Fax and Telex. CompuServe mem-

bers have the ability to use CompuServe Mail to send fax messages to any Group 3 fax machine worldwide. You can also send and receive telex messages from Telex I and II machines worldwide. Any ASCII (text-only) file of up to 50,000 characters can be transferred. For more information, type HELP FAX or HELP TELEX at a CompuServe Mail menu prompt. Surcharges apply.

Send to MCI Mail. Through CompuServe Mail, members also can send MCI Mail messages. To do this, you'll need to have the recipient's MCI Mail address code. For complete instructions, type HELP MCIMAIL at a CompuServe Mail menu. MCI Mail is surcharged.

Access Internet. Internet is an international electronic mail system connecting governmental and educational institutions, military branches and commercial companies. Only ASCII (text) messages up to 50,000 characters (1,000 lines) can be sent. No surcharge applies. HELP INTERNET for more information.

Send Postal Letters. You can use CompuServe to send personalized, professional, laser-printed letters around the world to any postal address. You can even store mailing addresses in your Address Book. Type HELP POSTAL for more information. Surcharges apply.



Electronic mail made easier. CompuServe Information Manager features pull-down menus, a screen editor and offline message management to help you use CompuServe Mail more efficiently. For details, see page 26.

For Your Information

CompuServe occasionally makes its membership mailing lists available to other companies that wish to send our members information about computer magazine subscriptions, computer hardware and software, and other merchandise and services.

Most members enjoy receiving such offers. However, if you want to have your name removed from the lists going to outside companies, write to us at the address below or type GO MEMBER at any CompuServe prompt and select "Mail Preference Service." Include your CompuServe User ID number. The address is: CompuServe Incorporated, Mail Preference Service, 5000 Arlington Centre Blvd., P.O. Box 20212, Columbus, OH 43220.

How to Check Your Billing Information

Billing information is available online free of connect-time. This includes current rates, charges, billing options, directions for changing a billing address or option, and instructions for ordering the Executive Option. To access the Billing area, type GO BILLING.

Reviewing Charges

From the Billing menu, select "Review Your Charges." Charges can be reviewed for the current and previous billing periods up to 90 days past. Complete account billing information is available here.

"The Account Balance" option lists the most current activity on the account, which enables you to examine charges before they are posted to your credit card or checking account.

"Current and Previous Ac-

tivity Reports" provides a chronological list of usage. This list includes log-on dates and times, activity descriptions (baud and network), length of online activities and amounts charged for each session. "Billing History" covers account activities including payments, charges and adjustments during the past 90 days.

Billing Options

You can view more information regarding VISA, MasterCard, American Express, Electronic Funds Transfer (EFT) and business accounts by selecting "Billing Options Explained."

When a credit card billing option is used, all charges are posted weekly and sent directly to the credit card company. The charges are listed on your monthly credit statement.

EFT payments are made electronically to CompuServe from your bank, which must have an address in the United States. You are notified of the date and the amount of the monthly electronic transfer (on the 17th or the following business day if the 17th is on a weekend or holiday). EFT requires a \$5 monthly billing minimum. Your statements are available for free viewing online when you type GO BILLING and select "Electronic Funds Transfer."

Business account applications are available. To request one, type GO FEEDBACK.

Making a Change

To change the address on your CompuServe account, select "Change Your Billing Address." Names cannot be changed except on business accounts.

To change or renew your billing option, select "Changing/Renewing Your Billing Option Information." VISA, MasterCard or American Express information that has expired must be renewed. Credit card information takes one to two business days to update online.

EFT information can be changed online. To ensure that the *next month's* transfer will take place on the new checking account information, you must change it prior to the 20th of the current month. If the information cannot be entered before this date, call Customer Service at least three business days in advance to stop the transfer.

If you have questions after receiving your bill and reviewing your charges online, type GO FEEDBACK (free of connect-time charges) at any prompt.

Seek and Find Online Topics Quickly

Find a Topic (GO TOPIC) enables you to search, without connect-time charges, for the online locations of nearly 500 CompuServe services. Discover a new forum or database of interest by using the index's "Search for Topics of Interest" option.

The "Search for Topics of Interest" option prompts you for the desired topic. For example, type NEWS at the Enter Topic prompt and press the Return key. Your menu will look like this:

CompuServe Index

NEWS—48 TOPICS

- 1 MEDSIG Communications MEDSIG
- 2 AP Datastream (E) ENS
- 3 AP Sports (\$) NEWS
- 4 AP Videotex, Business APV
- 5 AP Videotex, Entertainment APV
- 6 AP Videotex, Politics APV
- 7 AP Videotex, Weather APV

8 AP Videotex, World News APV

9 Ap Online Sports (\$) NEWS

10 Apples Online (W) AOL

Enter choice or <CR> for more !

Select the option number of a service of interest or use the corresponding GO command to reach the service directly. Or you may press the Return key to view the list of more than 35 services indexed by the keyword NEWS. If the keyword you enter at the prompt is not indexed, the following message is displayed:

CompuServe Index

No matches found

Enter topic (e.g. stock) :

Continue your search by typing another topic at the prompt. To return to the Find a Topic menu, press the Return key.

FIND It in an Instant

The index's most powerful search technique, the FIND command, works much like the "Search for Topics of Interest" option, but connect-time charges apply. The FIND command locates all index references to a topic and displays a menu with corresponding GO commands. Like the GO command, it can be used at any CompuServe prompt. Typing FIND NEWS at any prompt, for example, results in the same display as typing NEWS at the Enter Topic prompt.

Your keyword—NEWS in this example—is matched against a list of searchable topics. Each topic that begins with your entry and the services associated with that term will be displayed with GO commands.

**YOUR
COMPLETE
INFORMATION
AND
REFERENCE
RESOURCE
IS
AVAILABLE
ON
COMPUERVE**

by Jo Ann Iven

Browsing the Online Helpshelf

Guides galore will have you ready to start your own explorations of CompuServe in no time.

For most new CompuServe members, the *CompuServe Information Service Users Guide* is the main resource for learning the basics of the Information Service. If you purchased a Membership Kit to start your CompuServe membership, the *CompuServe Information Service Users Guide* was included with the kit. If you joined with an introductory membership offer included with a modem or other equipment you purchased, you can conveniently order the *CompuServe Information Service Users Guide* and other guides online from the CompuServe Store (GO ORDER) or by calling 800/848-8199 (614/457-0802 outside North America).

The CompuServe Information Service Users Guide

The *CompuServe Information Service Users Guide* is an excellent introduction and reference tool for looking up commands and instructions on using specific areas of the service. The *Users Guide* is divided into 18 chapters, each describing a different service or function. A handy tab system makes it

simple to find each topic. A complete index makes it easy to locate a topic. Most useful to new CompuServe members are the chapters "Getting Started," "Uploading and Downloading" and "Logging On to CompuServe through a Network." Other chapters are devoted to specific services, such as CompuServe Mail and the Personal File Area. These chapters include step-by-step instructions, with examples of what you'll be seeing on the screen.

As a bonus, the *CompuServe Information Service Users Guide* includes the *CompuServe Mail and Forum Users Guide*, command summary cards for the most popular services and a menu poster to help you explore the service.

CompuServe Almanac, sixth edition.

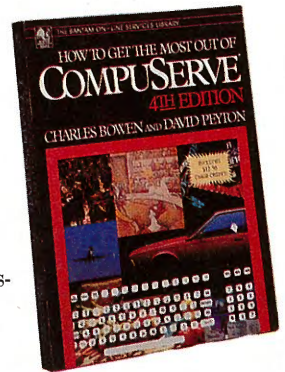
The *CompuServe Almanac* is a handy reference for finding what services are available on CompuServe and for planning your online sessions. The *Almanac* gives a concise description of each service on CompuServe and includes the Quick Reference Word (GO command) for that service.

The appendix includes information on navigating the service, time zones, state codes, popular stock market codes and a

personal CompuServe Mail directory. In addition, a CompuServe wall chart (a \$2.50 value) is shipped free with each order.

How to Get the Most Out of CompuServe

Charles Bowen and David Peyton have written a friendly tour guidebook, designed to take the fear and expense out of exploring CompuServe. The book is a step-by-step discussion of the Information Service, designed like a road map that allows you to tour the service in a systematic way at minimum expense. Each tour lists the commands applicable to the areas of the service being explored and gives helpful hints for each service. Includes a CompuServe usage credit.



An Inside Look at Customer Service

by Dennis J. Willard

Approximately 2,700 times each day during the week, and more than 1,800 times a day on the weekends, the phone lines light up in CompuServe's Customer Service department.

CompuServe members have come to understand that their questions about using the information service will be answered quickly. In fact, the Customer Service representatives "have developed a first-rate reputation," writes Ron Zemke in his latest book, *The Service Edge: 101 Companies That Profit from Customer Care*. So the telephones keep ringing.

Karen Aneshansley, a Customer Service shift supervisor, says the more than 60 Customer Service representatives try to answer each member's query. New members most often ask representatives questions about billing, User ID numbers, lost or forgotten passwords, and the approximately 150 available forums.

It is helpful when members gather specific information about their questions before calling CompuServe, according to Aneshansley. When you call Customer Service, a representative makes a note of the discussion on your account record. This helps to build a history and aids you and the representatives in addressing future questions. Before calling, have your User ID number handy so the representative can pull up your account record.

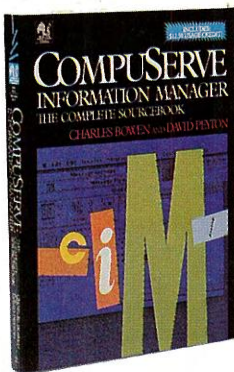
The fastest way for members to have their questions answered is to have as much information as possible on hand for the Customer Service representative. Aneshansley recommends that if you have a billing question, you should have records, including credit card numbers, nearby. If you have log-on problems, write down the message that



Ask Customer Service: Representatives on call

CompuServe Information Manager: The Complete Sourcebook

Charles Bowen and David Peyton cover the CompuServe Information Service with their well-known conversational style as seen through the window of the CompuServe Information Manager. The complete guide illustrates how to explore the system using either the Apple Macintosh or IBM-compatible versions of the CIM software.



CompuServe Made Easy

Especially for new or novice members, *CompuServe Made Easy* is an instructional overview focusing on the fastest ways to benefit from the service and use it most economically. The guide is a self-study course produced in conjunction with Mentor Technologies and endorsed by CompuServe.

Sections include navigation and screen controls, electronic mail, forums, reference

databases, the Executive News Service, financial services and travel. To order the training guide, GO ORDER. Includes a CompuServe usage credit.

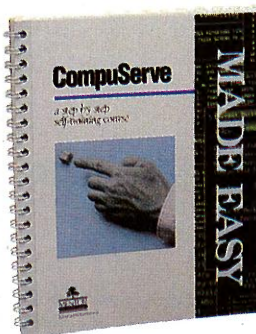
Additional self-paced courses available through Mentor Technologies include *Forums Made Easy*, *Online Research Made Easy* and *Personal Investing Made Easy*. For more information, GO MENTOR.

Mentor Technologies also offers training classes in 15 cities. For the most up-to-date class schedule, GO MENTOR.

Quick Results on CompuServe

This video shows you the most efficient ways to download software, chart stock trends, send a fax from your computer, and even how to use the CompuServe Information Manager.

Hosted by Stewart Cheifet of the acclaimed PBS series, "The Computer Chronicles," this video demonstrates the power of



CompuServe in an enjoyable format for only \$29.95. It comes with a \$10 usage credit. GO VIDEO to order.

IQuest Database Directory

The *Iquest Database Directory* is a descriptive listing of the more than 850 databases available in Iquest, one of the most comprehensive information and reference services available anywhere. The directory also includes Iquest commands and a sample session.

Financial Services Users Guide

The *Financial Services Users Guide* discusses product capabilities, unique features, hidden options and switches for downloading. It previews the services and shows sample reports for each database.

Database update schedules, product alternatives and ways to get the information to your micro to facilitate further analysis are included. The appendixes give fingertip access to helpful information on retrieving quotes, accessing company data and automating information retrieval throughout the Financial Services area.

Jo Ann Iven is a free-lance writer in Santa Cruz, Calif.

appears on your system. If you receive an error message, be prepared to tell the representative where you were in the system when the message appeared and what you were doing.

While members can call Customer Service directly by dialing 800/848-8990 (614/457-8650 outside the United States), they also can ask questions through Feedback. In addition, recorded support messages addressing general product and software questions are available 24 hours a day.

Customer Service receives an average of 400 Feedback messages daily. The department has established and attained goals of responding to 65 percent of written queries within 24 hours, 85 percent within 48 hours and the rest within a week, according to Roxanne Rentenberg, Customer Service department supervisor.

To leave a message in Feedback (free), type GO FEEDBACK. After selecting a category, you will be asked to identify yourself and leave a message in a free-form text area.

Feedback messages are collected hourly from 4 a.m. to midnight ET, and then distributed to Customer Service representatives, who spend about five hours a day on the telephones and two hours composing responses to Feedback messages.

Members receive answers to written queries through CompuServe Mail. After Customer Service responds, you will see a message the next time you log on.

Dennis J. Willard, manager of Capital News Service, is a writer based in Westerville, Ohio. His CompuServe User ID number is 76004,2217.

IT'S CALLED Iquest

More than 850 computer,
medical, business and related
reference databases

Live, interactive assistance

24 hour access

Simply enter GO IQUEST at any !
prompt on CompuServe

IquestSM
Shorten Your Information Quest

by Karen Aneshansley

Customer Service Q&A Addresses Top Concerns

Q: How can I view or change my billing information online?

A: To find billing information online, type GO BILLING (free of connect time). You can view charges from three months past to 48 hours before current date. It's also possible to change your billing specifications in this area (i.e., if you wish to change from credit card billing to electronic funds transfer). For more details, see page 7 of this issue.

Q: What is the Host Name?

A: The Host Name prompt is part of the log-on sequence to CompuServe. At this prompt, type CIS to access the CompuServe Information Service. If you press the Return key after dialing the access number, you will receive the Host Name prompt followed by prompts for your User ID number and password.

Q: I forgot my password. Can I get another one?

A: Your password is the key to your CompuServe account, and CompuServe provides you with the original and only copy. If you need a new password, contact a Customer Service representative at 800/848-8990 (or 614/457-8650 outside the United States) who will verify the name, address and phone number on your account to confirm your identity. A new password will be sent to your billing address via first-class mail.

Q: How can I find programs to download from CompuServe?

A: Many programs can be downloaded from the libraries of CompuServe's forums. To find a forum that features your equipment, type FIND and your computer brand.

Libraries are separated by subject to make locating specific files fast and easy. If you are unable to locate a specific program, leave a message in the forum addressed to the forum manager (or sysop). Also see article about File Finder on page 21.

PC MagNet (GO PCMAGNET) features a utilities database that enables you to download programs to your IBM PC.

Q: What protocol do I use when downloading?

A: Check your software documentation.

If a protocol is not specified, the members or the managers of your computer forum can help you determine which protocol is best for your computer and software. Finally, an online help file on protocols, free of connect time (GO VIDTEX and select File Transfers/Protocols), covers the most common protocols used: B Protocol, XMODEM and Kermit. For more about downloading, see page 20.

Q: Does CompuServe have software for my computer?

A: CompuServe offers communication software for the Apple II and Macintosh; Commodore 64; IBM PC, PC-XT, PC-AT, PCjr, PS-2 and compatibles. See page 26 for details about the new CompuServe Information Manager communications software.

For a complete description and compatibility requirements of each software package, free of connect time, type GO CIS SOFTWARE at any prompt. In addition, many programs can be downloaded from the forums.

Q: What is the best way to meet people online?

A: One of the best ways to get acquainted with other members is to get involved in an online forum (GO FORUMS). Forums offer a live conference mode, a membership directory, libraries and a message board.

For real-time conversation, type GO CB and talk to the many people who are on the CB Simulator each day. Online CB has two 36-band channels, A and B.

Q: What games are available on CompuServe?

A: There are games on CompuServe for almost every type of game player. Games played against the computer include adventure games (*CastleQuest* and *British Legends*), board games (*Hangman* and *Baffle*) and trivia games (*The Multiple Choice* and *ShowbizQuiz*). If you are challenged by multiplayer games, play with others in such games as *Island of Kesmai*, *MegaWars* or *You Guessed It!* Join the Gamers' Forum (GO GAMERS) to meet other avid game players on CompuServe.

Q: Can I customize CompuServe for my computer and areas of interest?

A: CompuServe offers an area online

where you can change your terminal parameters, free of connect time, to meet the specifications of your computer. Type GO TERMINAL to access the "Terminal Settings" to change parameters such as terminal type, parity, tabs and form feeds.

If you access the same services each time you are online, you may want to set up a personal menu or set your first-service page to the area you access most. Check the "Terminal Settings" menu for other ways to customize your CompuServe account.

In addition, see page 26 for details on how "Favorite Places" in CompuServe Information Manager can help you personalize the Information Service.

Online Help in Readers' Forum

Through the *Online Today* Readers' Forum, members can learn to use CompuServe more efficiently, get answers to questions about articles appearing in *Online Today* and *CompuServe Magazine*, and learn more about online computing.

Charles Bowen and David Peyton, co-authors of *How to Get the Most Out of CompuServe* (Bantam Books), offer advice and answer questions on the forum's Section "HTGTMOOC."

Explore Sections "Help Files" and "CompuServe Tips" for tips on using CompuServe; and Sections "In the News," "To the Editors" and "Columnists' Corner" for discussions with the editors, writers and columnists.

Also, check out the forum libraries for hundreds of key-word-searchable hardware and software reviews (Library "Product Reviews"); for GIF picture sample screens to illustrate software reviews (Library "OLT Reviews Pix"); and for archived "best of" columns, articles and tutorials.

To reach the *Online Today* Readers' Forum, GO OLTFORUM.

Tips for Finding Help

Choosing the right place and the right time to ask a question can speed the problem-solving process.

1. If the solution to your problem isn't found in the manual, try choosing from several information resources, all available 24 hours a day. First, consult the Member Assistance menu (GO HELP) for a list of free areas offering information and help. Or type HELP (free) at any prompt for a list of valid commands for that particular area.

2. Another source of online assistance is the free Questions and Answers database. "We took the questions we received most frequently and turned them into a question-and-answer process," says Roxanne Rentenberg, Customer Service department supervisor. GO QUESTIONS.

3. If you are interested in learning more about a specific forum, seek help from the forum managers (sysops). Forum managers can give technical information about systems, software and hardware. For a list of forums, type GO FORUMS.

Shortly after joining your favorite forums, introduce yourself to the managers. Each forum has someone ready to answer your questions.

4. Contact Customer Service. If you have consulted the *Users Guide*, typed GO HELP online, searched the Questions and Answers database and even talked to forum managers, but still haven't found the answer, the next source is Customer Service.

Members can contact a Customer Service representative by typing GO FEEDBACK (free of connect-time charges). Or call 800/848-8990 (or 614/457-8650 outside the United States). Hours are 8 a.m. to midnight ET during the week and from 12 p.m. to 10 p.m. on weekends. Recorded messages address general product and software questions 24 hours a day.

Earn Free Credit

Earn \$25 of free online usage for each new member you recommend. For complete information, type GO FRIEND (free of connect time) at any CompuServe prompt.

Online Today Covers Online Community

by Charles Bowen

The happiest memories of my newspaper days are of starting the day before dawn as a city editor of an afternoon daily—reading the competing paper, checking the wire services and making assignments for the small staff of reporters.

For the last few years, I've been starting my days at dawn again, as I work on the daily counterpart of this publication—a kind of local paper for the CompuServe community.

Online Today Newsroom

There are differences, of course, between *Online Today* and the printed newspaper. For one thing, my colleagues and I hardly see each other. Most of the editors are in Columbus, Ohio, at CompuServe headquarters. The morning editor, Kacy Cook, is a telecommuter in Columbus; I sit several hundred miles away in Huntington, W.Va.; John Edwards and Daniel Janal are in the New York area; Cathryn Conroy and Scott Orr are in Washington, D.C.; James Moran is in Chicago. Other contributors check in from Arizona, Florida, San Francisco and even London. In this global newsroom, I chat with many of the contributors several times a day through electronic mail.

Schedule of Daily Updates

Online Today free-lancers produce several kinds of reports:

"Breaking news" from the computer industry is contained in the Monitor section, which is updated several times a day (GO OLT-90).

A backlog of the previous six days of computer news is also online (GO OLT-20). Some of the most important reports, particularly continuing stories, are kept in the Special Reports section (GO OLT-2000).

CompuServe This Week (GO OLT-50) is full of stories about events on the system, including Community News and Forum Conference Schedules.

Unique Features Offered Online

The publication also features columns:

- ▶ John Edwards' "Behind the Screens" column (GO OLT-130) provides comment and inside-the-industry stories.
- ▶ David Peyton's weekly "Uploads" column (GO OLT-3700) summarizes top

new entries in the forum libraries.

▶ Hardin Brothers heads *Online Today's* staff of free-lance software and hardware reviewers. Type GO OLT-200 for a menu of online reviews. Book reviews are edited by Cathryn Conroy.

In addition, *Online Today* has facilities for you to write letters to the editors, a weekly calendar of computer-related events, lists of advertisers and how to reach them, and online ordering.

Reading Online Today

Page One of *Online Today* (GO OLT) lists menu options for key news pages. Pressing the Return key at the Page One display will take you to the main menu of the section (GO ONLINE is the direct command for this menu).

GET \$5 FREE USAGE TIME WITH THE PURCHASE OF AN IQuest DATABASE DIRECTORY

Buy an IQuest Database Directory for \$3.95 (plus shipping and handling) and receive a \$5 usage credit to further explore IQuest Offer good through March 31, 1991

Enter GO ORDER
at any CompuServe ! prompt
to order your IQuest directory

IQuestSM

Shorten Your Information Quest

First Time in a Forum?

► **Not to worry. Veteran sysops take pride in welcoming newcomers to the community.**

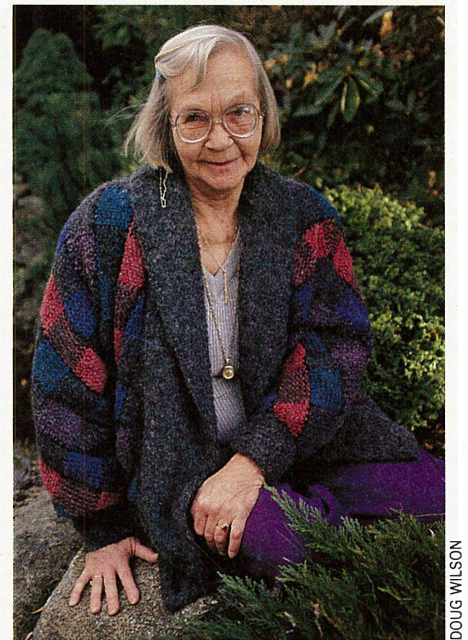
Envision a new online forum as an empty house, and the primary forum manager as the first person to move in, suggests Mike Schoenbach, manager of the Practice Forum and an assistant manager in four Atari forums. "He or she arrives with a few boxes to unpack and enough furniture to get started, but no matter how the manager 'decorates' the forum, once the front doors swing open and other members move in, a unique community is created that cannot be duplicated anywhere else."

Eventually thousands of users will call the forum home, but newcomers will always be issued warm welcomes because every veteran recalls the day when he or she first stumbled through the door.

"We all started somewhere," says Conrad Kageyama, manager of the IBM New Users Forum (GO IBMNEW). "When I first logged on to the original IBM forums (now the IBM Users Network) in 1983, I knew nothing about computers. The members made me feel welcome and showed me the ropes. In turn, I stuck around to help other new members after I had learned the system, and eventually I became a sysop (system operator or forum manager)."

Before assuming their management roles in the forums, managers visit CompuServe Information Service headquarters in Columbus, Ohio, for training. Here, they learn how to perform the behind-the-scenes duties of maintaining the message board, preparing library files for public viewing, creating announcements, and planning special online events such as conferences and contests.

"They don't have to be experts in using our software—our training program and ongoing support will assist them with that," says Donna Black, CompuServe forum product specialist. "But they do need good contacts in their fields and knowledge of the



Expert Advice: Knight

forum's subject matter. They also must have time to devote to the forum each day to make sure things are running smoothly."

For Betty Knight, manager of the Commodore Arts and Games Forum (GO CBMART), this means spending four or five hours online daily. She downloads, separates and tests new files to make sure they do what they are supposed to do. Although she is a computer expert—she was a mainframe programmer for 27 years before retirement—she and her staff of three assistants never tire of introducing beginners to their online community.

"I love to answer questions from new members because I know that they're going to get a thrill like I did when I first logged on in 1983," says Knight. She urges newcomers not to wait until they reach the frustration level before asking for help. No question is considered silly, and a note posted on the message board generally brings a response within hours, or even minutes.

On occasion, the forum managers in the Crosstalk Forum (GO XTALK) have been able to hit that optimum point when someone leaves a question on the message board, goes on to read the other messages, and by the time he gets back to his own message, he has an answer. Primary manager Maria Forrest checks in and out of the forum from early morning until late evening. Since the forum is a help line for users of Crosstalk software, it sometimes hosts impromptu conferences with people who need quick solutions to problems.

"Even the users who join the forum at 4 a.m. can find immediate 'canned' help," says Forrest. There are files in the forum libraries that offer answers to the most frequent questions. When new members sign up, they see an announcement listing some of the most popular files.

By far the most common question relates to downloading; specifically, "How do I do it?"

EXPLORING FORUMS

Friendly Forum Managers

▼
Perfect Your Skills; Join Free Practice Forum, page 14

▼
Guide to Computer Support Forums, page 16

▼
Downloading Demystified, page 20

▼
Find Files in a Flash, page 21

No pat answer exists because procedures vary according to the equipment used. Knight suggests that newcomers visit their hardware-specific forum first to learn how to upload and download. After they've acquired these basic skills, they can enter a general forum (such as genealogy, sailing or tropical fish) and be able to fully participate in the give-and-take activities. For more about downloading, see page 20 of this magazine.

Another common question asked of managers concerns participation in online conferences. General guidelines for conferencing are included in the help files of every forum library, but several managers have come up with unique ways to coach new users in conference protocol. Black recalls members of a forum staff taking turns "sitting" in a conference area over a weekend to let beginners practice live exchanges with other users.

Wilma Meier, manager of the Science Fiction and Fantasy Forum (GO SCIFI), once feared that newcomers might feel intimi-

dated about participating in a conference involving a popular fantasy writer who was to log on from Ireland, so she devised a way to calm their butterflies. "I put together a conference bulletin that said, 'If you have never been in conference before, don't worry about it, we'll take care of you.' I set up a second room where they could sit and watch. One of our staff members was in that second room at all times answering questions. We had about 80 people in for the three-hour conference, and some had never conferenced before. If a newcomer wanted to ask the guest a question, the staffer would explain the protocol and say, 'What kind of program are you using? Let's see if we can get you into the chat mode.'"

The size of a forum's staff is determined by the primary manager. Duties are divided according to the managers' interests and areas of expertise, the amount of traffic on the forum and the amount of time the manager can devote to managing the forum. As

important as the staff is, the atmosphere of each online community is determined more by its members than by its management.

"While the forum managers are responsible for the technical maintenance of the forum, the members lead the forum in new directions," says Schoenbach. "I work closely with new CompuServe forum managers, and I've noticed that most need to adjust their 'game plan' after the first few weeks of operation. It's difficult to predict what will work best before you know who you are working for."

"After working in the Atari forums for four years, I didn't expect my style to change much when I opened the Practice Forum. However, everything about the Practice Forum is much different from the Atari forums, including the people, subject matter and questions. So I needed to adjust quickly."

Holly G. Miller, a free-lance writer and college professor from Anderson, Ind., is a contributing editor to The Saturday Evening Post and Indianapolis magazine. Her CompuServe User ID number is 70007,2345.

Look Who's Talking! Tips for Conversing

Suppose it's your first visit to an online forum. Keep in mind that you can be as involved as you like. It's perfectly acceptable to just read the online messages of others and learn from the process. Or you may choose to communicate. Here are the 10 most common situations you'll face.

1. What if I want to post a note on the message board introducing myself to the members?

Go to the forum menu and select the "Messages" option. You'll be given an option to "compose," which allows you to create and post your note. Begin your message with a friendly greeting to "all" or "everyone." Keep your lines fairly short. At the end, on the line after you've signed your name, press the Return key and type /EXIT and then select "Post" from the menu. When prompted for whom you wish to address your message and what the subject is, type "all" and "Hello!"

2. What if I want to communicate directly with the forum manager?

When posting your message, address it to "sysop," or to make it visible to only the primary manager, post it to "*sysop." If you want to send a private note through CompuServe Mail, you'll need to know his or her name and CompuServe User ID number. Both can be found in the "Sysop Roster" in the Announcements portion of the forum menu.

3. What if I want to read the messages on the message board?

Choose the "Messages" option from the

main forum menu and then select the "Read or Search Messages" option from the Messages menu.

4. What if I read a message and want to reply to it?

After you read the message, you'll be given the option of moving on to the next message or you can select "Choices." By specifying "Choices," you have the option to respond to the message or reread it.

5. What if I want to stop the text from scrolling on my screen long enough to catch up?

By simultaneously pressing the Control key and the letter "A," you will freeze the text at the end of a line (pressing the Control key plus the letter "S" will freeze the scroll instantly). To get the text moving again, press the Control key and the letter "Q."

6. What if I want to participate in an online conference?

Type CO at any prompt inside the forum. A brief announcement from the sysop will be displayed. You will be asked to choose the conference room you wish to enter. When you want to move out of the conference area, type /EXIT.

7. What if I want to know who else is in the forum?

By typing USERS ALL at any forum prompt, you will be given a list of members currently in the forum. You'll see each person's name, "user number" for that forum (i.e., User 1, User 2), User ID number, and the forum area he or she is accessing.

8. What if I want to contact a person who is in the forum right now?

By typing SEND at any forum prompt, you can send a short, private, one-line message to any user who is currently in the forum. The message can be a maximum of 73 characters. The format is: SEND <user number><message>. To obtain the user number, use the USERS ALL command (see Question 7). For example, if Tim wants to get Mike's attention and Mike's user number is 2, Tim (who is User 1 in this example) would type this:

Send 2: Hi, Mike. Let's have a conference.

Mike would see the following notice on his screen instantly:

;;1] Tim 5. - Hi, Mike. Let's have a conference.

9. What if I'd like to have a private online conference?

The forum conference area can accommodate private chats with the "Talk" option. Type /INVITE followed by the "user number" of the person you wish to contact. You are then able to send and receive messages visible only to you and the other person.

10. What if I want to search the membership directory to see if anyone has the same interests I have?

Enter the Member Directory by typing MEMBER at the forum's main menu prompt. This is an area where members list their names, User ID numbers and interests. You can type a particular interest and you will get a list of the forum members who have entered that interest in the directory.

by Gayle Brown

Practice Skills in Free Forum

Forums offer a wealth of information and camaraderie—if you know how to use them. CompuServe has created a learning center for new members in the Practice Forum (GO PRACTICE). This forum is free of connect-time fees, although communication surcharges remain in effect.

“The Practice Forum is designed to help you during the learning process,” says Mike Schoenbach, primary manager of the Practice Forum. “The purpose of this forum is to teach people how to navigate CompuServe forums and get the most from them, quickly and inexpensively.”

The Practice Forum was not yet available when Schoenbach was a new member. “I became interested in computers about nine years ago when I purchased my first computer, an Atari 800,” recalls Schoenbach, now an Atari ST user who also assists in the management of the Atari Forums and serves as the primary forum manager for the Game Challenge Forum (GO CHALFORUM).

“I spent the first year learning the basics of computing, such as terminology, how to interact with the machine to get it to do what I wanted, what its limitations were, and how to integrate its capabilities into other areas of my life,” he says.

A few months after Schoenbach purchased a modem to explore the world of telecommunications, the constant busy signals from his favorite bulletin boards convinced him to get a CompuServe Starter Kit. “I used SIG*ATARI as my practice area because that was the only forum I joined. While the concepts were basically the same as on the bulletin board systems, I still felt overwhelmed,” Schoenbach says. “I posted lots of messages, but I did not know how to retrieve them or even if anyone could read what I was writing. However, in time, I began to understand what was happening when I used certain commands in the forum.”

The Practice Forum, designed to teach new members how CompuServe forums work, has three reference libraries containing help files written by the forum managers, archived message-board discussions answering common questions, sample terminal program scripts, and new forum software version information. The forum also has a copy of the most up-to-date forum instructions available for downloading—free of charge.

In the Practice Forum, the message board is divided into 10 sections, covering the major components of a forum. “When you stumble upon something you do not understand, post a message,” Schoenbach says. “One of

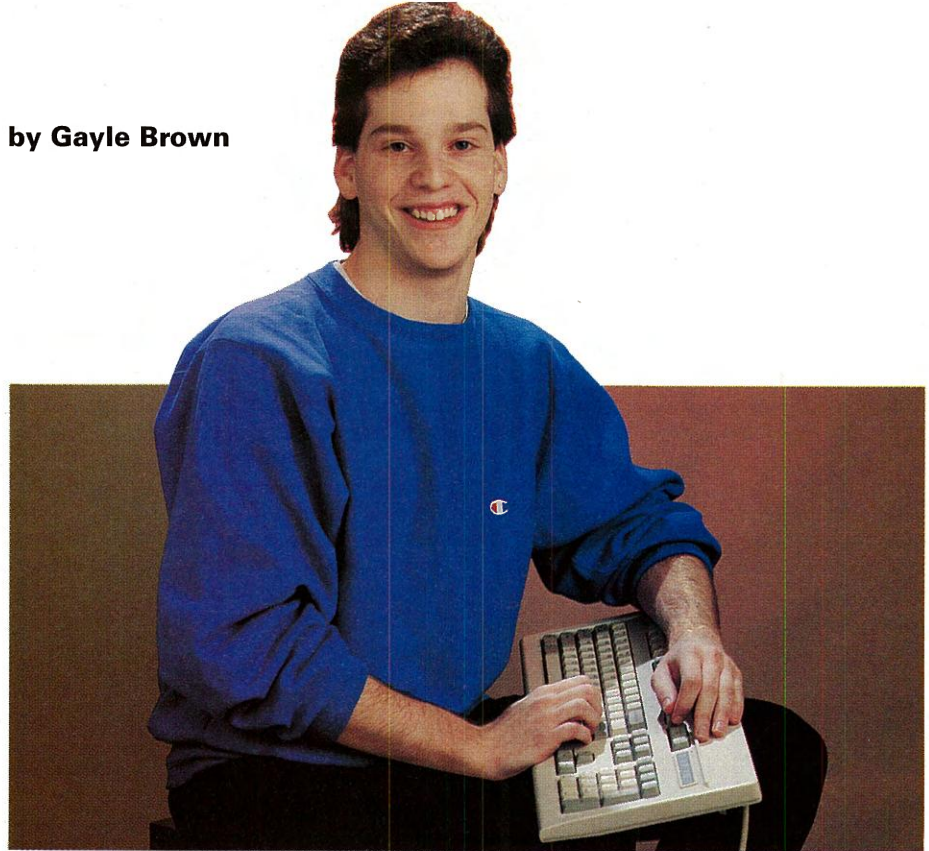
the forum’s managers or another member who knows the answer will reply quickly.”

Managers in other forums also welcome questions from new members. When you are ready, Schoenbach suggests using the FIND command to find other forums of interest. Once you learn to use one forum, you have mastered it because the basic operation of all

forums is the same.

“Some people think of the Practice Forum as a ‘school’, and that once you ‘graduate’ you are not expected to come back,” Schoenbach says. “That is not true. Come back to the Practice Forum when you have a forum software related question or need brushing up.”

Gayle Brown is an assistant editor of CompuServe Magazine.



THE VISUAL IMAGE

Welcoming new CompuServe members in Practice Forum: Schoenbach

Tips For Getting Started

Schoenbach recommends that you plan your first venture into CompuServe by following these steps:

1. **Read information** that came with your CompuServe membership, such as the *Users Guide* or introductory membership booklet.

2. **Join the Practice Forum.** After becoming a member of CompuServe, GO PRACTICE and join the Practice Forum by selecting “Join This Forum.” Forum membership is free.

3. **Scan help files.** Select forum option “Instructions,” and read the help files available there. Pressing the Control and S keys simultaneously causes CompuServe to pause if text is going by too quickly. Pressing the Control and Q keys simultaneously resumes output.

4. **Read announcements** from the forum manager.

5. **Compose a message.** If you already have a question or two, include them in your message. Or, if you are not sure what to say, give your name, tell where you live and mention that you are a new member.

6. **Retrieve messages.** The next time you enter the Practice Forum, you may be notified that you have messages waiting. You can select the appropriate options to retrieve messages or type READ WAITING (or REA WAI) to read messages that have been sent to you in the forum.

7. **Practice using the message board**—reading, replying and composing new messages.

8. **Explore the libraries.** When you feel comfortable interacting on the message board, you are ready to try the libraries. Reread the instructions on how to use the library section of the forum.

9. **Download a file.** The Practice Forum’s libraries are filled with help files written by the managers and other members to assist you in using the forum software.

10. **Access the Member Directory.** Add your own entry and search the directory for other members with similar interests. If you come across any, you may want to send a CompuServe Mail message introducing yourself.

Sample Thread from Practice Forum

To give you an idea of what forum communication looks like on a forum's message board, we've excerpted a "message thread"—related messages that when read in sequence form a conversation—from the Practice Forum. In this example, the people who are talking are logging in from Tokyo, Japan; Seattle, Wash.; Toronto, Ontario; Pennsauken, N.J.; and Los Angeles, Calif.

#: 16616 S11/"Practice" Messages
18-Mar-89 08:29:21
Sb: #Live from Japan
Fm: KURT A. MAYER 73417,3476
To: All

Hi! This is my first message (and also my first time on CompuServe) so I would be really interested to know if anyone actually gets this. I am a U.S. Citizen living and working in Japan (Tokyo). Would love to tell you about it. Sayonara.

There are 5 Replies.

Press <CR> for next or type CHOICES !

#: 16617 S11/"Practice" Messages
18-Mar-89 09:15:00
Sb: #16616-#Live from Japan
Fm: Betty Knight 76703,4037
To: KURT A. MAYER 73417,3476 (X)

Dear Kurt,

You are certainly quite a ways from the United States. I've been to Japan and Korea and hope you enjoy it as much as I did. Your message came through just fine (or I wouldn't be answering you <smile>). Take care.

Sincerely,
Betty Knight

There are 2 Replies.

Press <CR> for next or type CHOICES !

#: 16618 S11/"Practice" Messages
18-Mar-89 09:24:13
Sb: #16617-#Live from Japan
Fm: KURT A. MAYER 73417,3476
To: Betty Knight 76703,4037 (X)

Dear Betty,

Thank you for taking the time to answer. I am glad to see that I got it right on the first try. This seems pretty easy to get the hang of. I see how it could also become extremely addictive (I already feel like a teenager who just got his OWN phone). I have been in Tokyo since December, so it is also nice to speak something besides Nihongo. By the way, Nihongoga o hanishimasuka (Do you speak Japanese??)

Sincerely,
Kurt

There is 1 Reply.

Press <CR> for next or type CHOICES !

#: 16634 S11/"Practice" Messages
18-Mar-89 17:03:53

Sb: #16618-Live from Japan
Fm: George Campbell, Jr. 75340,2534
To: KURT A. MAYER 73417,3476 (X)
Welcome to the Practice Forum. I'm new here, too, and agree that this is addictive, and exhilarating. I only discovered this forum on Wednesday evening, and have already spent quite a few hours here. It's great to be able to experiment and learn all the ins and outs. I've never been to Japan and I don't speak Japanese, but I'd be glad to be an E-mail pen pal if you're interested. I'm a Sergeant in the Army, live in New Jersey, have three kids, and use a Tandy 1000 TX with 300 baud modem.

Welcome, again. Sarge

Press <CR> for next or type CHOICES !

#: 16763 S11/"Practice" Messages
21-Mar-89 01:09:09

Sb: #16617-#Live from Japan
Fm: Roman Kowalczyk 71250,1423
To: Betty Knight 76703,4037 (X)

Hi Betty. Couldn't resist.. Punter moving into MS-DOS, cbm still silly as ever... Kurt's msg reads fine up here in Toronto, too, obviously unaffected by the late winter (?) storm.

Some bugs in this software it seems ... Mike is helpful though.

Roman

There is 1 Reply.

Press <CR> for next or type CHOICES !

#: 16780 S11/"Practice" Messages
21-Mar-89 09:43:28

Sb: #16763-Live from Japan
Fm: Betty Knight 76703,4037
To: Roman Kowalczyk 71250,1423 (X)

Dear Roman,

It was nice to hear from you — it's a long time since I last heard. I hope we've had our last "late winter (?) storm" here in Seattle. Yes, I think Sysop Mike does a great job here on CompuServe. Thanks and take care.

Sincerely,
Betty Knight

Press <CR> for next or type CHOICES !

#: 16619 S11/"Practice" Messages
18-Mar-89 10:22:43

Sb: #16616-#Live from Japan
Fm: Bill Crosby 73167,2765
To: KURT A. MAYER 73417,3476 (X)

Hello Kurt! It's 7:15 am here in sunny Los Angeles, and as I was sipping on the ol' morning cup of coffee, I saw your greeting from points EAST. Welcome to CompuServe and to this Practice Forum. I have been with CIS for a couple of years, but just this week have discov-

ered this great forum. As many will attest, I'm sure, you can learn more here in a couple of hours than you can in days of reading the manuals. Your message came through just fine, and we all look forward to hearing more from you.

Press <CR> for next or type CHOICES!

How to Start Exploring Forums

Once you've tried the free Practice Forum (GO PRACTICE) and learned how a forum works, you'll probably want to venture into other forums but may wonder what's available.

For a quick list of forum names and GO commands, type FIND FORUMS at any CompuServe prompt.

In addition, the *CompuServe Almanac* provides concise descriptions of CompuServe's forums and databases. See page 8 of this issue or type GO ORDER.



THIS NAME INSIDE YOUR SHIRT KEEPS \$20 INSIDE YOUR WALLET.

For as much as \$20 less, you get the same 100% Imported Pinpoint Oxford Cotton dress shirts the best men's stores offer. Why? Because we make the shirts those shops sell. For guaranteed quality and value, trust the Paul Fredrick label.

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#321 Traditional Straight Collar. French cuffs, in white, blue or pink.

\$36 or 2/\$70

#140 Windsor Spread Collar. Button cuffs, in white or blue. \$34 or 2/\$66

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- Windsor Spread Collars • English Tab Collars
- French Cuffs • Button Cuffs
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GO PFS

Your Satisfaction is 100% Guaranteed.

by Michael Naver

How to Find a Forum for Your Computer

► Finding help is as easy as typing FIND HARDWARE.

Need advice on how to expand your computer system? Can't get your printer to work? You can find the answers in CompuServe's hardware forums. And finding help is as easy as typing FIND HARDWARE at any prompt on CompuServe.

Most personal computers—even those that are no longer supported by their makers—are represented on one or more hardware forums. There is no charge for becoming a member of most forums. And those few that do charge will inform you before you enter.

While many hardware forums are operated by users of that particular brand of hardware, others are managed by representatives of the computer maker. By sharing tips and solving mutual problems, members pass their wisdom along to newcomers.

Three Parts to Each Forum

Forums contain message boards, online conferences and libraries.

Messages: Post a message on the forum message board. Whether your problem is simple or complex, it's a sure bet that a handful of replies will be waiting for you next time you log on.

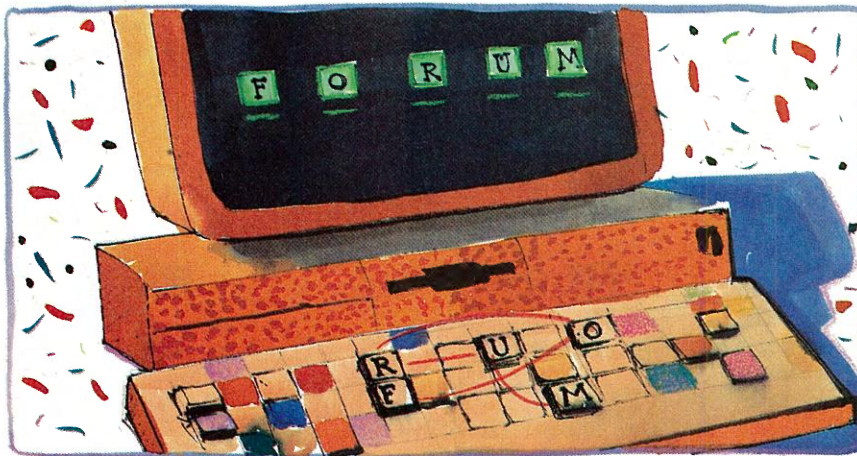
Conferences: Conferences enable members to communicate simultaneously online. Many hardware forums have informal computer conferences. New members get answers about hardware from knowledgeable forum members on the spot. Conferences are sometimes held on announced topics with experts.

Libraries: Finally, the forum libraries contain public-domain software, shareware and files, including programs to help you get the most from the information in that forum. Help files explain downloading and printing procedures. They also provide tips on saving dollars by making the best use of your online time. Information to improve your computer systems, new utilities and entertainment files are here.

EXPLORING FORUMS

Support for IBM, Apple

The command GO IBMNET introduces you to a variety of forums devoted to IBM hardware, software,



ARTISTS ONLY

communications and vendor support of IBM products. A good place to start is the IBM New Users Forum (GO IBMNEW). Here you'll get basic tips about downloading, reading messages and setting your CompuServe options.

Similarly, the command GO APPLE TWO or GO MACINTOSH will take you to the group of forums that support the Apple II, Apple III and Macintosh computers. Like the IBM forums, the Apple and Macintosh forums run the gamut of hardware, software and vendor support. If you have a Mac, a good place to start is the Mac Community/New Users Forum (GO MACNEW).

Take a Tour of Hardware Forums

You can reach any of the hardware forums by typing FIND NAME (FIND SANYO, for example). Many of the "hardware type" forums contain vast libraries of software for downloading. These forums actually are a combination of support for the hardware and related software.

Amiga—These expanding forums address the variety of uses for Amiga comput-

ers, including music, graphics and vendor support. GO AMIGA FORUM

Atari—Forums support the older 8-bit Atari machines, the new 16-bit ST series and the Atari Portfolio computer. Also included is a vendor support forum. GO ATARINET

CD-ROM—This forum is the result of the growing demand for information about CD-ROM technology and products. The forum, containing tips on how to add a CD-ROM drive to your computer, is maintained by makers of CD-ROM equipment. GO CDROM

Commodore—The Commodore Users Network consists of several forums devoted to Commodore computers, including one each for arts and games, communications, programming and service. GO CBMNET

Computer Club—This forum is for owners of computers that have been "orphaned"—no longer supported—by their manufacturers. Supported computers include Actrix, Adam, Amstrad, Apricot, Eagle, Ohio Scientific, Panasonic, Sanyo, Timex/Sinclair, Kaypro and Victor 9000. GO CLUB

DEC—The DEC Users Network consists of the DEC PC Forum, supporting Digital's line of personal computers, including Rainbow, VT180, DECmate and VAXmate; the PDP-11 Forum and the VAX Forum. GO DECUNET

Epson—Information about Epson computers, printers and software applications is available here. GO EPSON

Hewlett-Packard—Support for H-P products is offered on this company-managed forum. Informa-

tion is available on HP110/Portable Plus, HP150/Touchscreen, Vectra PC, the LaserJet printer family and the H-P line of handheld computer products. GO HP

Intel Personal Computer Enhancement Operation—Intel Corp.'s Personal Computer Enhancement Operation Forum is an extension of Intel's Customer Support. You'll find the latest versions of software for Intel Above Boards, Inboard 386, Connection CoProcessor, Visual Edge and Intel Math CoProcessor product lines in the libraries. GO PCEO

Tandy—TandyNet is a series of forums, each covering a product group, such as the Tandy Color Computer, the Model 100 and other laptops, and Tandy business computers. GO TANDYNET

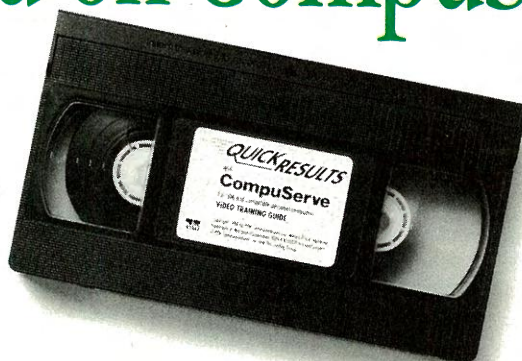
Texas Instruments—This forum helps novice and expert users of TI computers, including the TI-99/4A and the TI Professional. GO TIFORUM

Zenith/Heath—This forum offers information on products by Zenith Data Systems and its subsidiary, the Heath Co. GO ZENITH

Receive \$5 Free Connect Time

Find the right hardware or software forum for free by typing GO BONUS at any prompt within 45 days. You'll receive \$5 of free connect time just for exploring CompuServe forums.

"How can I get the most from the money I spend on CompuServe?"



Just watch.

To squeeze all you can out of every dollar you spend online, learn about the new Information Manager with "Quick Results on CompuServe." You'll see areas on CompuServe you may not know about. And learn to more effectively manage the ones you do.

This video shows you the most efficient ways to download software, chart stock trends, send a fax from your computer, join conferences and even book travel tickets. It's set up in "chapters" so you can go straight to the information you're looking for.

Rather than a programmed tutorial, this video is a familiarization tape designed to make you comfortable with CompuServe ... and our recent improvements.

New Information Manager makes its screen debut.

Here's your chance—without paying connect fees—to see Information Manager at work. Get familiar with the new interface offline before you actually put it to use online.

Hosted by Steward Cheifet of the acclaimed PBS series *The Computer Chronicles*, this tape demonstrates the power of CompuServe in an enjoyable, modular format. It's only \$29.95, and

comes with a \$10 usage credit. For less than \$20, you'll learn how to save much more.

Order it. Watch it. Chances are, you'll discover something you didn't know you could do on CompuServe.

Order online by entering GO VIDEO at any ! prompt, call 800-333-0901 and ask for Operator 20, or complete and mail the coupon below.

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City _____ State _____ Zip _____

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SOS for Software Questions

It's great when you pop in a software program and it runs like clockwork. But sometimes there is a problem and you have to bail out before getting the job done. Perhaps there is a bug that requires a "patch" to make the program run right. Or maybe the software is fine, but the printer or other hardware doesn't seem to speak the same language. Here you need a "driver." But where can you get solid information from someone who really understands software-related problems?

Companies Deliver Fast Responses

Try posing your questions to any of the more than 175 companies in CompuServe's software support forums. Here you will find software manufacturers, such as Microsoft, Lotus, Borland, Ashton-Tate, Fox, Nantucket, WordPerfect, Novell and dozens of others, plus hardware companies, such as IBM, Apple, Toshiba, Hewlett-Packard, Commodore and others that respond to software-related questions. Company experts or consultants who are online strive to provide

24-hour turnaround for subscribers' questions. Typical questions include:

"I just got this software and want it to do such-and-such, but the users manual isn't much help. What do I do?" Or, "I think I know what my future computing needs will be. How do I decide which software to buy? And will my hardware support it?"

Your first stop for answers should be the message boards to see if other members have had the same problem and what answers they received. Often the forum manager or assistants will make suggestions. In some cases, software developers from the various companies are online or have messages forwarded to them. Besides answering questions, these developers are on the alert for problems with their company's software. Says Kathy Gerber, CompuServe product marketing manager for online computing services, "When CompuServe members make suggestions that end up appearing in future updates, it builds great product loyalty among the members."

Explore Vendor Forums

In CompuServe's vendor forums, the magic number is 17. In any forum, there are 17 slots for companies, large and small, to take up residence under the helpful eye of the forum manager and to offer a conference area, message boards and library area.

For small companies, one "slot" gives them visibility and a chance to support their products and provide immediate responses to users. Among the dozens of software companies represented in the vendor forums are many familiar names.

As each company grows and its online involvement increases accordingly, the software company and CompuServe make the decision to let the forum spin off as a separate software forum.

You will find the following vendor forums on CompuServe: three for the IBM PC and Apple, and one each for Amiga and Atari.

Software Gurus Frequent Forums

The online browser can readily build con-

Software Support Summary

The list of manufacturers providing software support on CompuServe continues to grow. At press time, the following companies were represented online. To stay abreast of new forums, watch What's New announcements (GO NEW).

1st Class Peripherals (GO APVENA)
3Com (GO ASK3COM)
Aaps Inc. (GO APVENA)
Access Technology (GO ACCESS)
Access Softek (GO WINAPA)
Accolade (GO GAMPUB)
ACIUS (GO ACIUS)
Adobe (GO ADOBE)
Aldus (GO ALDUS)
Altsys Corp. (GO APVENB)
Amiga (GO AMIGA)
Apple (GO MAUG)
Applied Engineering (GO APVENA)
ASDG (GO AMIGAVEN)
Ashton-Tate (GO ASHTON)
Asymetrix (GO MSWIN)
Atari (GO ATARI)
Autodesk (GO AUTODESK)
Avant-Garde (GO AMIGAVEN,
GO ATARIVEN)
Banyan Systems Inc. (GO BANYAN)

Beagle Brothers (GO APVENA)
Black Belt Systems (GO AMIGAVEN)
Borland International (GO BORLAND)
Brightbill-Roberts (GO PCVENC)
Broderbund (GO APVENA, GO PCVENA)
Brown-Wagh (GO AMIGAVEN)
ButtonWare (GO PCVENA)
CADKEY (GO CADKEY)
CE Software (GO APVENA)
ChipSoft Inc. (GO PCVENB)
Claris (GO APVENA)
CodeHead Software (GO ATARIVEN)
Commodore (GO CBMNET)
Corel (GO WINAPB)
Creative Solutions (GO FORTH)
Crosstalk (GO XTALK)
Ctrlalt Associates (GO PCVENA)
Custom Technologies (GO PCVENA)
Da Vinci (GO WINAPA)
DacEasy (GO PCVENB)
Datastorm (GO DATASTORM)
DEC (GO DECPC)
DeltaPoint (GO APVENA)
Deneba Software (GO APVENB)
Digital Research (GO DRFORUM)
Digitalk (GO PCVENC)
Electronic Arts (GO GAMPUB)
Enable Software (GO PCVENA)
Epson (GO EPSON)

Fifth Generation (GO APVENA)
Foresight Corp. (GO PCVENA)
Fox Software (GO FOXFORUM)
Future Soft Engineering (GO WINAPA)
Gadgets By Small (GO ATARIVEN)
GCC Technologies (GO APVENB)
Geographix (GO WINAPA)
hDC (GO WINAPA)
Hewlett-Packard (GO HP)
HI-Q International (GO WINAPA)
Hyperpress Publishing (GO APVENB)
IBM (GO IBMNET)
ICD Inc. (GO ATARIVEN)
Impulse (GO AMIGAVEN)
INOVAtronic (GO AMIGAVEN)
Intel News (GO PCEO)
Intersect Software (GO ATARIVEN)
ISD Marketing (GO ATARIVEN)
J.P. Software (GO PCVENB)
Jasik Designs (GO APVENB)
Javelin/EXPRESS (GO IRIFORUM)
Kidasa (GO WINAPB)
Knowledge Garden (GO PCVENA)
Korenthal Associates (GO PCVENB)
Lotus Development Corp. (GO LOTUS)
Lucasfilm Games (GO GAMPUB)
M2S (GO AMIGAVEN)
Magee Enterprises (GO PCVENA)
Mainstay (GO APVENA)

nections—a personal networking resource—with experts and everyday software users, regardless of location. Ideas come from forum members and software gurus who frequent conference areas and message boards. “People known as experts within different software areas get online,” says Gerber. Many of these experts are not retained by CompuServe, but merely enter the forum to mingle. Some of them write books or articles on how to use software products. “They know the latest and greatest products,” she says, and being in the forum gives them the opportunity to talk to members, to be “seen” and to keep in touch with what users need to know.

Meet Special Guests

Look also for industry leaders in the software forums. For instance, Jean-Louis Gassée, former Apple Computer vice president, was online for a month, answering questions on the future of computing as it relates to Apple products. Bill Gates, CEO of Microsoft Corp., and John Sculley, CEO and president of Apple, also have made special guest appearances in the forums.

Online Upgrades Save Time

Another goal of the software forums is to provide patches and drivers. For example, last May when Novell released its much

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GO PW TO GET ON-LINE TO GREAT SAVINGS!

awaited DOS Client Kit, a Windows 3.0-compatible software program that works with expanded and extended memory, several thousand members received the kit immediately online. By downloading the files from the Novell Forums, for a connect-time fee roughly equivalent to the retail price of the kit, these members were able to avoid calling 800 numbers and waiting for the diskettes to arrive in the mail.

Software for downloading includes tools, add-ons, bug-fixes and updates. Note, too, that hardware-oriented forums generally have areas devoted to software files and issues, too.

Areas for Software Developers

The Association of Shareware Professionals has a section in the IBM PCjr Forum. A Programming Section exists within the IBM Applications Forum. And there is lots of activity—uploading and downloading of programs written by individuals—in all forums. Before any program is released for downloading, the forum manager assures the program's quality and runs a virus check.

To explore CompuServe's many software forums, see the “Software Support Guide” below.

Yvonne Heather Burry is a free-lance writer in Columbus, Ohio. Her CompuServe User ID number is 76703,3057.

Mansfield Software (GO PCVENA)
MathSoft (GO PCVENA)
MCAE (GO WINAPA)
Mediagenic (GO APVENA, GO GAMPUB)
Meta Software (GO WINAPA, GO APVENB)
Michtron (GO ATARIVEN)
Micrografx (GO WINAPA)
MicroIllusions (GO AMIGAVEN)
MicroProse (GO GAMPUB)
Microseeds Pub. (GO APVENB)
MicroSmiths (GO AMIGAVEN)
Microsoft (GO MSOFT)
Microware (GO MICROWARE)
MIDI/Music (GO MIDI)
Mindscape (GO GAMPUB)
MISOSYS (GO LDOS)
MNET 11-PDP 11 (GO PDP-11)
MultiSoft Corp. (GO PCVENA)
Mustang Software (GO PCVENA)
MUSUS Pascal (GO MUSUS)
Nantucket (GO NANFORUM)
NBI (GO WINAPB)
New Horizons (GO AMIGAVEN)
NewTek (GO AMIGAVEN)
Novell (GO NOVELL)
Olduvai Corp. (GO APVENB)
Opcode Systems (GO APVENB)
Oracle (GO ORACLE)

Origin (GO GAMPUB)
OWL Intl. (GO WINAPB)
PageStream/PubPart (GO ATARIVEN)
PDC Prolog (GO PCVENB)
Personics Corp. (GO PCVENB)
Peter Norton Computing (GO PCVENA)
Polaris (GO WINAPA)
Practical Solutions (GO ATARIVEN)
Practical Peripherals (GO PPIFORUM)
Precision Software (GO WINAPA, GO AMIGAVEN, GO ATARIVEN)
Primavera Systems (GO PCVENB)
Publishing Tech (GO WINAPA)
QMI (GO ATARIVEN)
Quarterdeck (GO PCVENB)
QuickSoft (GO PCVENB)
Radius Inc. (GO APVENB)
Regent Software (GO ATARIVEN)
Roykore (GO WINAPA)
SAMNA Corp. (GO SAMNA)
Sierra On-Line (GO GAMPUB)
Silicon Beach (GO ALDUS)
Softbridge (GO WINAPB)
Softcraft (GO WINAPB)
Softview (GO APVENA, GO WINAPB)
Software Ventures (GO APVENB)
Software Publishing (GO SPCFORUM)
SPECTRA Publishing (GO PCVENB)
Spectrum Holobyte (GO GAMPUB)

STAX! (GO APVENB)
Stone Edge Technology (GO APVENA)
SubLOGIC (GO GAMPUB)
SuperMac Technology (GO APVENB)
Supra Corp. (GO ATARIVEN)
Survivor Software (GO APVENA)
Symantec (GO SYMANTEC)
Syndesis (GO AMIGAVEN)
T/Maker Inc. (GO APVENB)
Tandy Corp. (GO TRS80PRO)
TENpointO/Activision (GO APVENA)
Texas Instruments (GO TEX-11)
TOPS (GO PCVENA, GO APVENA)
Toshiba (GO TOSHIBA)
TurboPower Software (GO PCVENB)
UNIX (GO UNIXFORUM)
Vericomp (GO PCVENB)
Vestronix (GO PCVENB)
Whitewater Group (GO WINAPB)
Wilson WindowWare (GO WINAPA)
WordPerfect (GO WPSGA, GO WPSGB)
WordStar (GO WORDSTAR)
Working Software (GO APVENB)
WUGNET (GO WINAPB)
Xerox Desktop Software (GO XEROX)
Zenith (GO ZENITH)
ZSoft (GO WINAPB)
Zenographics (GO WINAPB)

Directions on Downloading

► If you know your protocols and file types, it's elementary.

File transfers confuse and frustrate many new members, partly because of the terminology used. Terms such as "binary transfer protocol," "XMODEM," "B" and "Quick B" protocol, "Kermit," "ASCII capture" and "ARC" sound like a foreign language.

I've found it is easier to understand file transfer if you consider that basically two kinds of files are stored in forum libraries:

ASCII files are text files that can be read online in a forum's libraries by typing R followed by the file's name, such as R FARM.TXT. Or they can be downloaded and read offline.

Binary files are usually programs—although sometimes text is compressed into "archive" files (several smaller files packed into a single file) in binary form to save library space and downloading time. These archive files usually are identified by their extensions, such as .ARC, as in FARM.ARC. After you are offline, unpack them by using utility programs, such as ARCE.COM, which can also be downloaded from the forum libraries. Check with the sysop for the names of these utilities because there are thousands of valuable programs in the arc format. Unlike ASCII files, binary files usually must be retrieved for offline use.

Two Ways to Retrieve Data

Depending on options provided in your communications software, there are two ways to retrieve material from CompuServe:

ASCII capture, also called a capture buffer, involves a command that tells the program to save all incoming text—everything that will be displayed on the screen—to a file on the disk for later viewing with a word processor.

Error-checking transfer, designed to avoid telephone-line static, involves a computerized dialogue between your computer and CompuServe. B Protocol (built into Professional Connection 3 software and many third-party programs), XMODEM and Kermit are popular transfer methods, all supported by CompuServe.

These transfer protocols provide error-checking in downloading this way: CompuServe sends a block of data and your computer captures it. Then CompuServe and your computer check to see if what was received exactly matches what was sent. If not, the block is sent again; if they do match, CompuServe sends the next block of data until the entire file has been received by your

computer and confirmed. Download archive files with an error-checking protocol.

Both procedures have a place in a smart telecomputerist's toolbox. The ASCII method can be used for informal downloading of small textfiles, when an occasional garbled character is acceptable. However, the more precise error-checking transfers should be used when downloading a program from a forum library. Since a single glitch on the telephone line can render a downloaded program inoperable, you'll want to have the protection of error-checking when you retrieve software. Error-checking transfer also should be used for long textfiles.

How to Download

Once you've found a file that you want to retrieve, type DOWN (for download) followed by the file's name, as in DOWN FARM.TXT.

Select a protocol for the capture here after checking the documentation for your communications software. Select "XMODEM" if your software supports XMODEM. If it supports B Protocol, select "CompuServe B and original B." CompuServe A Protocol is an older version of the transfer method still supported by a few communications programs. The fourth protocol, "DC2/DC4 Capture," is the ASCII method already discussed. Select it only if you're capturing a small text file. If your communications program supports Kermit Protocol, select it. Select "CompuServe QB (B w/send ahead)," if your communications program supports this enhanced version of CompuServe Quick B Protocol.

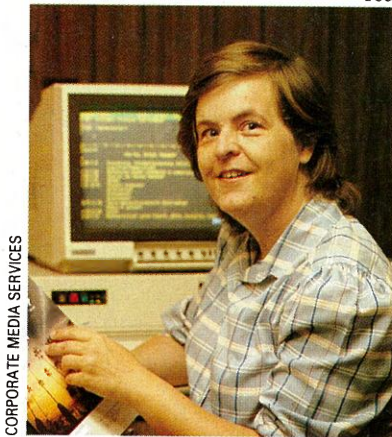
Most beginners encounter problems after selecting a protocol because, while CompuServe is ready to transmit the data, you must instruct your communications software to receive it, and each terminal program is a little different. Study your manual to determine the commands to save the incoming file and the procedure to specify file names.

Use Compatible Protocols

A common mistake is specifying incompatible protocols. The transfer won't work if you select B Protocol to send the file and then tell your terminal program to receive it by XMODEM. B Protocol and XMODEM handle error-checking differently. The same protocol must be used by both CompuServe and your computer for a successful download. If you select XMODEM or Kermit protocol, your communications parameters need to be set at 8 data bits, no parity and one stop bit.

After you instruct your computer to retrieve the file with the same protocol used by CompuServe, your computer probably will display the progress of the download—the number of bytes or blocks of data received so far. When the download is completed, press the Return key to continue exploring CompuServe.

Charles Bowen, a contributing editor of CompuServe Magazine, co-authored How to Get the Most Out of CompuServe. His CompuServe User ID number is 70007,411.



New expert: Caulfield

#: 16913 S1/General Information
23-Mar-89 21:12:09
Sb: #SUCCESS
Fm: Holly L. Caulfield 72647,3625
To: ALL

Just had to brag to someone...I finally downloaded two files. Nobody at home or work was excited but I was sure some struggling CIS user would appreciate my jubilation. What would you suggest I tackle next...uploading? conferencing?

File Finder Finds the 'Needle in the Haystack'

► Searching for IBM, Mac, Atari and graphics files is faster than ever.

File Finder, developed by CompuServe, provides members with a quick, easy and time-saving alternative for finding PC-related files. The IBM, Macintosh, Atari and Graphics File Finders enable users to locate files by selecting any of seven searchable criteria.

"CompuServe is convinced that the IBM, Macintosh, Atari and graphics areas will continue to grow and provide more information," says Sharon Magee, CompuServe marketing manager. "To assure that our members can get to the information, we created this product by combining search technology with our most successful PC-related forums."

IBM File Finder

The IBM File Finder's comprehensive index includes references to files available in the IBM Applications Forum, IBM Systems Forum, IBM Hardware Forum, IBM Programming Forum, IBM PC Junior Forum, IBM Communications Forum, Borland Applications Forum, Borland Programming Forums A and B, Ashton-Tate Forum, WordPerfect Support Group Forums A and B, Lotus Stand-Alone Forum, Lotus Spreadsheets Forum, Crosstalk Forum, Microsoft Applications Forum, Novell A Forum, IBM Bulletin Board Forum, IBM New Users Forum, IBM Special Needs Forum and the Microsoft Systems Forum. GO IBMFF

Macintosh File Finder

The Macintosh File Finder includes references to files available in the Macintosh Applications Forum, Macintosh Entertainment Forum, Macintosh Communications Forum, Macintosh New Users /Help Forum, Macintosh Developers Forum, Macintosh Hypertext Forum, Macintosh System Software/Hardware Forum, Borland Applications Forum, Borland Programming A Forum, Adobe Forum, Aldus Forum, Microsoft Applications Forum, Microsoft Systems Forum, Ashton-Tate Forum, Symantec Forum, WordPerfect Support Group B, Lotus Spreadsheets Forum and Apple Vendor A and B Forums. GO MACFF

Atari File Finder

Atari-related forums participating in the Atari File Finder include the Atari ST Arts Forum, Atari ST Productivity Forum and Atari Vendors Forum. GO ATARIFF

Graphics File Finder

The Graphics File Finder provides references to graphics-related files in the Art Gallery Forum, Computer Art Forum, Graph-

ics Corner Forum, Graphics Support Forum and Quick Pictures Forum. GO GRAPHFF

How to Access File Finder

Select the "Access File Finder" option on the main File Finder menu and specify the search criteria you wish to use, including key words (topic), submission date, forum name, file type, file name, file extension, and submitter's User ID number.

File Finder then displays the file names that meet search criteria. If more than 19 files are found, File Finder gives the option of narrowing the search with secondary criteria. You also can display the selection or begin a new search. Suppose you need a business application that you know was uploaded in 1987. Instead of second guessing where the file may be stored, you can use File Finder.

File Finder displays a menu containing the file names of all files found by your search, plus the forum name and library name where the file can be downloaded. By selecting any of the menu options, you can receive more detailed information about that

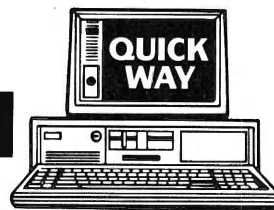
file (including complete file description, file size, submission date, library number, submitter's User ID number,

and the number of times the file has been downloaded). File Finder provides you with all of the information required to easily locate and download the desired files. Detailed help and searching tips are available from the main File Finder menu.

Mike Schoenbach is a free-lance writer based in North Bellmore, N.Y. His CompuServe User ID number is 76703,4363.

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Dean Witter Reynolds..	94	186	404
Prudential Bache....	105	210	420
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(Telephone Survey 5/90)

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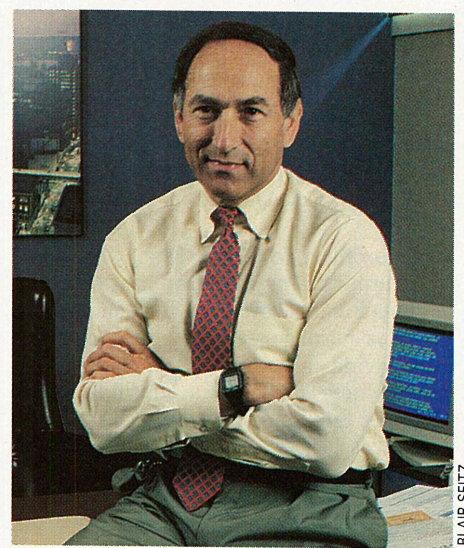
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by Gayle Brown and
M. Jill Hoffmann

Getting Around on CompuServe



Save time online: Cheifet

► Experienced members share their shortcuts for getting more out of CompuServe.

During your first few months on CompuServe, you may wonder where and how to start exploring the more than 500 services available and still keep within your time and budget limitations. Where should you go first? What's not to be missed? Just as tourists preparing for a journey to a new land want to talk with seasoned travelers who have been to that place already, we thought you would like to meet a few CompuServe members who have been online long enough to have their own tips and shortcuts to pass along to you. They come from throughout the world, use different computers and have varied professional interests. Without further ado, let's hear what they have to say...

Stewart Cheifet

San Mateo, Calif.

In 1978, Stewart Cheifet bought a 300-baud modem to go with his Radio Shack TRS-80 Model 1 computer. It turned out to be a twist of fate for Cheifet, because the modem came with a CompuServe Starter Kit. "I'll never forget the time I first accessed the service," he recalls. "It was like going scuba-diving and looking around underwater for the first time—so much to see and explore."

Cheifet has been what he calls an "unofficial spokesman" for CompuServe—and computers—ever since. As host of *The Computer Chronicles*, a weekly PBS television magazine show about the latest in computer technology, he speaks to 750,000 viewers.

Cheifet does most of his research for *Computer Chronicles* online, checking into *Online Today* (GO OLT) regularly for the latest CompuServe and computer industry news. He consults IQuest (GO IQUEST) and the *Academic American Encyclopedia* (GO AAE) to do further research for independent writing projects.

He says the best bargain ever is the Executive News Service. "It's like having all of these people working for you, reporting stories 24 hours a day. It's phenomenal because it pays for itself."

In commuting to Harrisburg, Pa., where his show is broadcast at WITF, Cheifet shuttles regularly from coast to coast, accessing CompuServe from his Toshiba laptop and making airline reservations with Eaasy Sabre (GO SABRE).

Cheifet also frequents several forums—mostly computer-related support forums and sometimes the Journalism Forum—for their wealth of information. In one instance, he needed help with the battery in his laptop so he accessed the PC Vendor A Support Forum (GO PCVENA). "The guy I talked to worked for Toshiba—answering questions specifically about the company's laptop computers. He was so knowledgeable we brought him onto the show as a guest," says Cheifet. Toshiba representatives now provide support in their own forum (GO TOSHIBA).

He also uses the forums as a sounding board for insights on new products. "For example, I was interested in buying a camcorder, so I accessed the Consumer Electronics Forum and found at least nine months worth of product recommendations from other users," says Cheifet. "You just can't get that kind of information anywhere else."

Because he is usually busy doing research for the show, Cheifet maintains a low profile online. "I'm a lurker. I like to listen to what others have to say." However, he does get electronic mail offering comments and suggestions for his show. "Once, we received so many questions about the Amiga system that we devoted an entire show to it," he says.

Always looking for new ways to save time, Cheifet was pleased with the advent of CompuServe Information Manager (CIM). "I fell in love with it immediately," he says. "Finally, a modern program to make CompuServe access even more cost- and time-effective."

Since he has many friends who "would

NAVIGATION

Experts Welcome Newcomers

▼
CompuServe Information
Manager: For Mac
and MS-DOS Users,
page 26

▼
Auto-Access Programs,
page 30

offer to cook me dinner if I showed them how to use CompuServe," Cheifet made CIM the focus of one of his "Quick Results" videos. A casual introduction to CIM, the tape highlights popular features and serves as a teaser to get people interested in using CIM to check out different areas of CompuServe. Because CIM makes exploring CompuServe easy, he thinks everyone should try it.

Other suggestions Cheifet has for new members:

- ▶ Use the Subject Index and the FIND command. Whether you are looking for something in particular or trying to get an idea of what's new, these capabilities can help you explore the service.
- ▶ Buy a CompuServe Navigational Chart showing all of the sections and subsections and the routes between them. Consulting this before you go online can save time and money. After all, when you move to a new city, the first thing you do is buy a map.

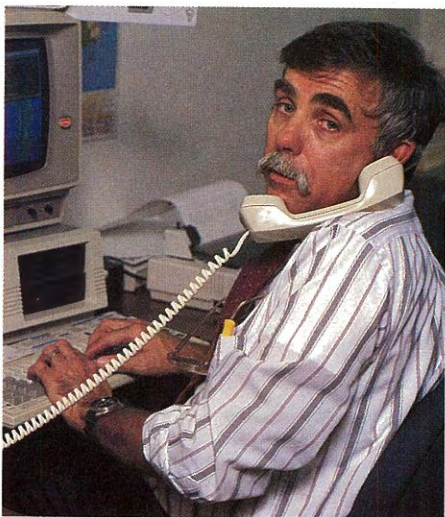
tivity Forum Library "Forum Business/General," to read at your leisure. The document gives step-by-step help for finding your way around the Macintosh forums, using the libraries, downloading and uploading files, and tips on following and using the message boards.

Belich is one of the CompuServe members who has participated in testing the new CompuServe Information Manager software (see pages 26-28). He considers it "a great product for a newcomer to CompuServe." Belich says, "CompuServe Information Manager (CIM) makes it easy for a beginner to get from one area of the system to another and also gives some insight as to how CompuServe is set up. It really gives someone who is trying to wade through all the instructional materials a chance to try a few commands and see some immediate results."

ing the *CompuServe Almanac*. The books are not an option but a necessity," says Dattilo who, like many new members, got her CompuServe membership bundled with a modem she purchased. Without a *CompuServe Users Guide*, she says, "I didn't have a clue as to what I was doing." Dattilo says a 55-page forum chapter from the *Users Guide* can be printed or downloaded from the Practice Forum by selecting Option "Instructions," and then selecting Option "Forum Users Guide."

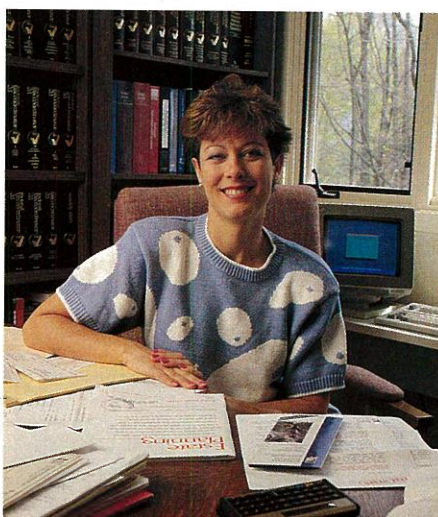
Dattilo also suggests getting a navigation or scripting program such as ATOSIG, TAPCIS or CompuServe Navigator within your first year, to help budget your online time and reduce your monthly bills. Or use the "Find a Topic" option on the CompuServe main menu to find a forum for your computer, and look for information on navigation programs.

Once you venture into the forum of your choice, Dattilo says, forum managers can be your best friends. "They never make you feel stupid."



CHERI DIEZ

Try CompuServe Information Manager: Belich



H. ROSS WATSON, JR.

CompuServe books helpful: Dattilo



R. H. WOODHOUSE

Depend on CompuServe: Deakin

Jack Belich

St. Petersburg, Fla.

Jack Belich, a St. Petersburg, Fla., native, says CompuServe keeps him in tune with emerging technology. As a photojournalism professional at the *St. Petersburg Times*, he is involved with "all sorts of new technology as it pertains to the newspaper business, including an electronic darkroom, a digital photo transmitter for remote transmissions, satellite transmission for graphics and photos, and attempts to make better use of Macintosh-generated graphics," he says.

Belich frequents the Journalism Forum (GO JFORUM), HamNet Forum (GO HAMNET), the Apple Users Group Forums (GO MAUG), Apple Vendor Forums (GO APVENA, GO APVENB), the Photography Forum (GO PHOTOFORUM), and other software forums, such as Aldus and Adobe Forums (GO ALDUS, GO ADOBE).

He recommends printing the file HELPME.TXT from the Macintosh Produc-

Christine Dattilo

Philadelphia, Pa.

Christine Dattilo, who has a legal consulting business in Philadelphia, says her first two months as a new CompuServe member were characterized by "posting messages to the wrong people and getting polite replies pointing out the error; thinking that the only way to capture messages was to keep my printer on constantly and do 'print screens'; trying to read messages as they rushed across the screen at 2400 baud because I didn't know how to pause the 'scroll'; writing messages longer than the maximum length of 96 lines or 2000 characters; and not pressing the Return key at the end of each line, therefore posting gibberish. But I'm still here. The learning curve has flattened to a small, manageable slope."

Dattilo recommends a few things that helped her make the transition from timid beginner to full-fledged telecommunicator. "Get a few CompuServe-related books includ-

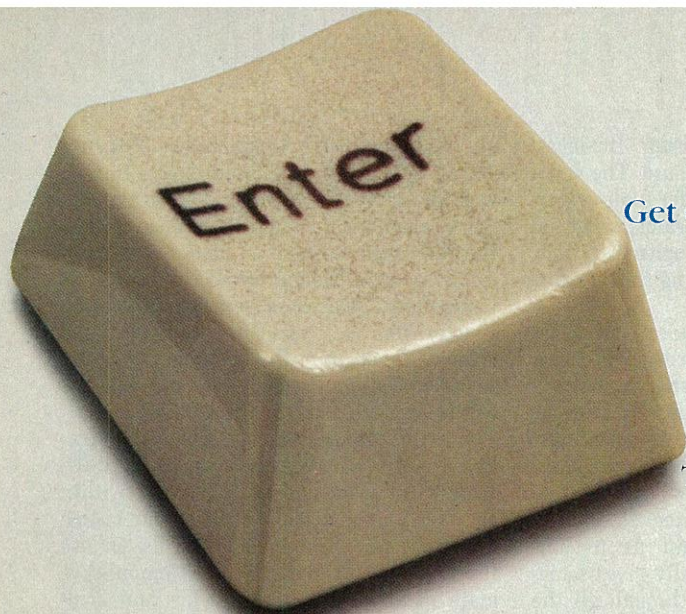
John Deakin

Tokyo, Japan

John Deakin offers tips for members who need to communicate overseas. Deakin, an airline captain for Japan Airlines, normally flies the non-stop run from Tokyo to New York, with occasional trips to Anchorage, Vancouver, Seattle, San Francisco and Atlanta. "I carry a Toshiba 3100/20 laptop on all flights, and log on to CompuServe several times daily, no matter where I am," he says.

Deakin, a sysop in the CP/M and Club Forums, is also active in the Aviation Forum (GO AVSIG), the TAPCIS Forum (GO TAPCIS) and the PC Vendor A Support Forum (GO PCVEN A).

Communicating from Japan to overseas points used to be a problem for Deakin before the local FENICS node was installed in Tokyo. Now, Deakin uses the US-standard setup, logs on, and is connected promptly. "After the connect, press the Return key, type CIS, again press the Return key, and you're at the



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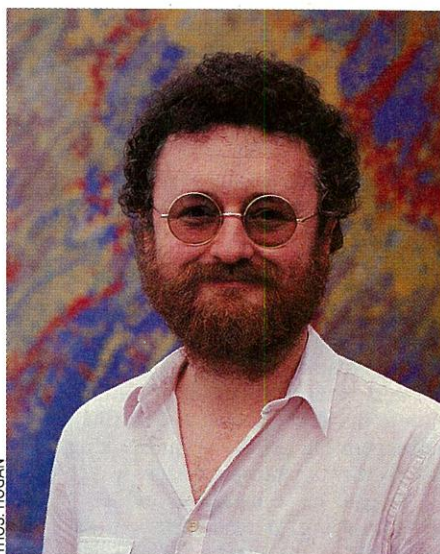
User ID prompt," Deakin says. "Thereafter operation is normal. Once in a while some of the automated programs freeze up, but in almost every case, pressing the Return key will restore operation." The hourly connect surcharge for the FENICS network is \$17 or \$30 per hour depending on the method of access, and it is added to your CompuServe monthly bill.

"If you're making a local call, you should have no trouble after connecting to an outside phone line," Deakin says. If you use a navigation program, you will need to set your dialing string to dial 9 (usually) for an outside line, then a comma or two for a short time delay, and then the number. If it's a long-distance call, and you can direct-dial it, the same thing applies, although you may need to set an extra 'timeout delay'.

Deakin is happy to help other members, citing the friends he has made worldwide as a result. "I depend on CompuServe. I try not to go anywhere without it."

Philippe Auphelle Chatillon, France

"What would I tell a new member to ease those first few months on CompuServe? Well, I'm logging on from France, so my comments will be about the kinds of problems an international member may encounter," says



Get a good navigation program: Auphelle

Philippe Auphelle, *directeur general* (president) of *Ingenierie, Recherche et Conseil en Informatique S.A. (IRCI S.A.)*, based in Villejuif, one mile south of Paris. He and his wife, Brigitte, live in nearby Chatillon.

Auphelle's company develops custom software for major business clients, including IBM. As a systems programmer, he fre-

quently accesses the IBM, Novell, Borland and CLM support forums on CompuServe to communicate with developers and fellow software professionals worldwide.

Auphelle, a CompuServe member for almost five years, advises getting a good navigation program, such as TAPCIS. After that, "don't hesitate to go into a forum such as the IBM New Users Forum (GO IBMNEW) or any other forum that caters to CompuServe's beginning members such as the Practice Forum (GO PRACTICE)."

In the forums, watch for "CompuServe-ese"—abbreviations and expressions that forum members come to know and use in their messages. Knowing the jargon can be half the fun. Auphelle did not know, for example, that most forum members consider messages typed in all capital letters as a form of online 'shouting'—fine for occasional emphasis, but not needed in most cases.

Other things Auphelle learned by doing include:

Post messages addressed to "All" and be precise in writing the "Subject" heading for each message so that a variety of people will read your messages and respond.

Keep related message "threads" together to make tracking yours and other messages easier for everyone. Auphelle says a common forum mistake is posting replies to the wrong messages. Messages are strung together on a

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forum message board in "threads" (messages plus their responses). Immediately after reading the message you want to reply to, type **REPLY** at the prompt and then type in your response. Your response will then be linked to the message you replied to.

Sharat Munjal *Brampton, Ontario*

Sharat Munjal lives in Brampton, Ontario, a suburb of Toronto, with his wife and baby daughter. He grew up and was educated in the United Kingdom, where he got his start in the computer field. He is now president of Medgate Inc., a custom-developer of software systems for companies needing to track occupational health and safety. He finds friends and trades advice in the Entrepreneurs' Forum, SafetyNet and the Travel Forum, and his online exchanges sometimes lead to business opportunities in other countries.

After posting queries on tips for business travel in China, for example, he took a forum member's advice to have business cards printed in both Chinese and English. "There is no doubt in my mind that presenting a bilingual business card to Chinese delegates at a conference had the desired effect of impressing the recipients with our intention to do business on their terms," Munjal says.

During his travels, he tries to meet, in



Take your time online and explore: Munjal

person, some of the people he has encountered online. So far, he says, "I have managed to find good friends in Atlanta, Oakland, San Francisco, Flint, Mich., and Fort Lauderdale, Fla."

"If I think back to my early CompuServe days," Munjal says, "I might tell a newcomer to take these steps":

"Try not to be anxious and try not to learn everything about CompuServe overnight—you can't do it. So take your time, and every time you log on, explore an area you have never seen before and look at the options.

"Every now and then, just use the **FIND xxxxx** command, where xxxxx happens to be your favorite hobby, pastime, interest or activity. You'll be surprised at what turns up.

"Make sure you access the forums. They are probably the most valuable resource that CompuServe has: people who have answers to your questions.

"Use **ATOSIG** or **TAPCIS** (if you have an MS-DOS computer) or some other automated communication program to access the forums. The time and connect dollars you save will be well spent on getting into other areas of CompuServe.

"You can suffer from information overload, so keep your regular interests manageable, to give yourself enough time to wander through the system.

"If you need help, leave a message for CompuServe's Customer Service staff (**GO FEEDBACK**). They're really helpful.

"Above all, have fun!" Munjal says. "I have many friends on CompuServe," he says, "and I look forward to making many more."

Gayle Brown is an assistant editor for CompuServe Magazine. Her CompuServe User ID number is 70003,4623. M. Jill Hoffmann is an editorial intern.

CompuServe Never Looked Like This Before

Easy Access for Mac Users

by Michael Mooney

Mac features for Mail, CB, Forums and more in CompuServe Information Manager.

The Mac version of CompuServe Information Manager (CIM) makes exploring CompuServe easier than ever. It is based on a protocol for exchanging information between subscribers' personal computers and CompuServe host computers called the Host-Micro Interface (HMI). The Mac's natural ability to integrate graphics delivers impressively on the promise of HMI.

The initial release of CIM for the Mac focuses on CompuServe navigational systems, CompuServe Mail, CB Simulator and Forums. Menu items in windows respond to double-clicks, opening windows that move you along once labyrinthine pathways with Mac-like ease. The BROWSE, FIND and GO commands appear as icons or pull-down menu choices. Most have command-key equivalents. Other menu choices are available at any point in an online session to transfer you directly to CompuServe CB Simulator, weather forecasts and stock quotes.

For the most part, various windows can be open simultaneously. So when you step momentarily from one function to another, the new area seamlessly appears in the foremost window. Click on the window where you were previously and it returns to the foreground. In this very Mac-like setting, the various resources of the information service lay open conveniently on your screen, not unlike open folders or files on a conventional desktop.

Navigation

CIM for the Mac does not initiate a connection to CompuServe when launched, but instead presents an initial desktop and connects to CompuServe when necessary. At launch, you see the Services Pull-down Menu, which is like a central dispatcher, including access to Find, Browse, CB Simulator, Quotes, Weather and GO.

CIM lets you specify communication settings (numbers to dial, networks to use, baud rates) and preferences for the session (mail actions, forum actions, etc.). The desktop also provides access to the CIM Filing Cabinet, a hierarchical filing system for offline storage and review of material obtained online (forum threads, archived mail, downloaded files).

Preferences also lets you specify which of the two key navigational windows will open automatically at launch in future CIM sessions: General Services and Favorite Places.

A double-click on any of the destinations in the menus of these two windows logs you on and takes you directly to that location. General Services lets you search for services by stepping down through a series of menus. Favorite Places lets you create a personalized menu. A third window is always present when you're online. It displays a running total of your elapsed time online and your current online location.

CompuServe Mail

Mail features include a mailbox icon that displays in its own window on the desktop whenever you are online and have mail waiting. A sophisticated In-Basket and Out-Basket, part of the CIM Filing system, makes composing, reviewing and storing mail offline on disk a snap.

Forums

Forum features are exhaustive. A few favorites to note:

- ▶ An icon button on the Message Board displays message topics in "map" form so you can see the evolution of a discussion and click on any participant's name (while viewing the map) to read a selected response.
- ▶ The tracking window continuously shows who's entering and leaving the forum, so you can hail someone you need to talk to when you notice he or she has arrived.
- ▶ A New Notices window alerts forum members to important messages posted by the forum manager about forum activities.
- ▶ Simultaneous Message Board and Library

windows let you pause when reviewing messages, search for a mentioned file in a library, download it and then return to the precise message where you left off.

CB Simulator

CIM for the Mac has a separate desktop for the CB Simulator. It provides the convenience of mouse-based selection of commands from TALK to SQUELCH. Profile and Who's Who commands open windows in which participants can find out more about other CBers. Like who's talking on what Channel, where in the world they're calling from, and their interests (if they've elected to post a personal profile).

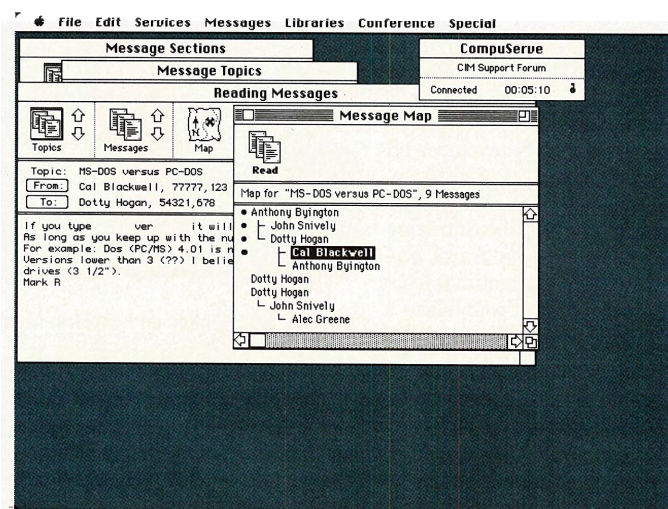
What's more, the windowing capacity of CIM CB means you can talk on one channel while you simultaneously watch another one in a different window. Simply tune in the monitored channel to become an active participant in that discussion.

CIM Support

CompuServe is committed to the continued development of HMI-supported and CIM-presented product offerings. Updates for registered users and product support will be offered online.

CompuServe provides the CIM Support Forum to assist users of CIM for the Macintosh. Visit the forum for information on using CIM as a powerful interface to CompuServe's features. GO MCIMSUPPORT

Michael Mooney is a free-lance writer and Macintosh enthusiast based in Boston.



These message windows appear when you've requested a list of message sections within a forum, asked to see current subjects for a section, read a message "thread," and then asked for a "map" of it.

Power Tool for PC Users

by Charles Bowen

► CompuServe Information Manager makes online navigation even easier.

CompuServe with windows? With pull-down menus and cursors on the screen? Dialog boxes and icons? These desktop metaphors, popular in most powerful application programs these days, now can be used online because of the debut of a new communications software called CompuServe Information Manager (CIM).

Running on MS-DOS computers, the stand-alone, mouse-compatible package takes advantage of the personal computer's flexibility by acting as a front-end to CompuServe. The software, in development for two years by CompuServe programmers, also improves the quality of online communication by interacting with the system in a new way: It supports a recently developed online convention called the "Host-Micro Interface." HMI allows for most online data (not only downloaded and uploaded files, but also menus, text articles, stock quotes and so forth) to be transferred to your screen by way of the B+ Protocol, CompuServe's own error-correcting transfer method. If errors in transmission occur because of phone line noise, the program automatically detects them and asks the system to retransmit. As a result, you see only the corrected data.

Because it is designed around the metaphors of modern windowed software that are already familiar to many users, CompuServe Information Manager can be learned and used quickly.

To members still learning the system,

CompuServe Information Manager is particularly friendly, allowing you to navigate the system quickly. Use of the menu bar and pull-down/pop-up menus—with or without a mouse—means easy navigation without getting bogged down in memorizing new commands.

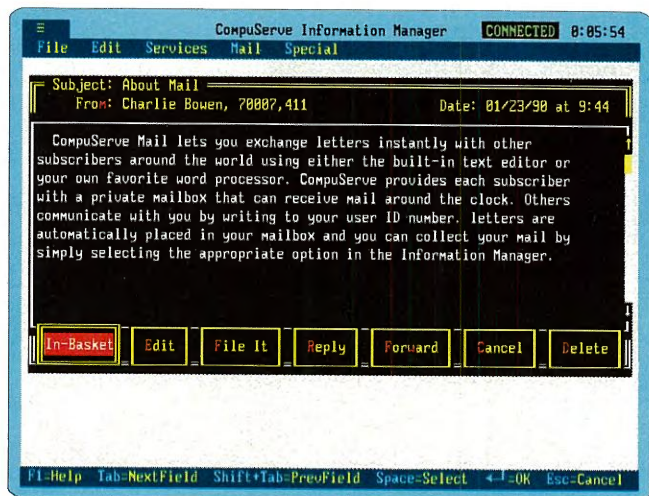
How a CIM Session Works

CompuServe Information Manager lets you use your imagination and travel the system in new ways. For instance, this is the first program of its kind to enable you to actually be in two places on CompuServe at the same time. Using a kind of electronic bookmark, the software lets you search a forum's library while also keeping your place in the reading of items on the forum's message boards.

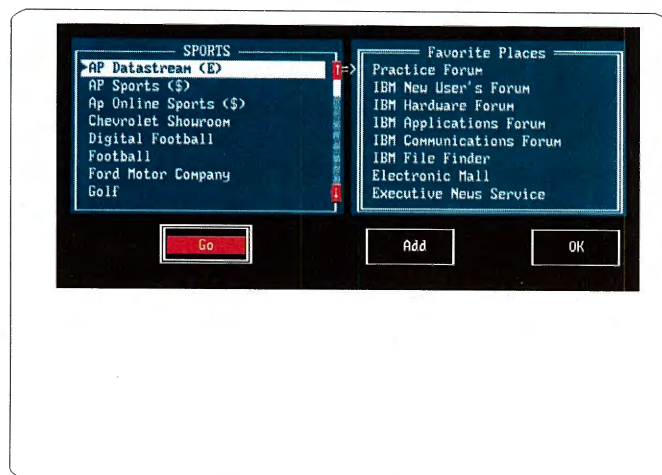
In addition, many tasks can be performed offline. For example, before logging on, you may use a built-in text editor to create and save in "filing cabinets" letters for posting

How to Order Your Copy

CompuServe Information Manager (Mac or MS-DOS version) costs \$24.95 (includes a \$15 CompuServe usage credit) and is available through CompuServe (GO CIM).



Offline message management. CompuServe Information Manager lets you compose messages and replies offline for later delivery, improving the functionality of CompuServe Mail.



Favorite places. This contains directions to frequently visited forums and databases for fast access. You can maintain it both manually and in conjunction with the powerful online FIND command.

through electronic mail or in the forums. (By the way, if you prefer, you may use your regular word processing program to create your own letters for posting through the communications program.) And when it comes time to post the messages, an electronic address book is available in the software for maintaining names and User ID numbers of your acquaintances.

When you are ready to log on, CompuServe Information Manager handles the connections, using information you stored previously in the program's configuration file. You then may page through pop-up menus of available features and subjects (communications, news, weather, sports, travel, money matters, The Electronic Mall and others) and select the ones you want to visit first.

As you travel among CompuServe's services and discover those you want to visit frequently, you can use a unique, time-saving option of the program: Favorite Places. With just a few keystrokes, you can add various services to your Favorite Places list. Then, in subsequent online visits, you will have quicker access to these services, without having to look through menus or memorize Quick Reference Words and GO commands. The Favorite Places option also can interact online with the FIND command to directly add your favorite forums and databases to your personalized list of Favorite Places.

Finally, CompuServe Information Man-

ager probably is at its best in the forums, where it speeds up and simplifies the reading and writing of messages, the downloading and uploading of files, and the real-time talk of conferencing.

For following discussions on the message boards, the software lets you select items to read by moving a bar cursor on a pull-down menu. In other words, you can use all the powerful message options of the forum, while avoiding the number/letter commands that can be confusing at first.

And the software also has some forum options all its own, such as a unique Message Map. This option provides a graphic overview of a complex thread of messages. By selecting the map feature, you direct CompuServe Information Manager to create a kind of "family tree" of messages showing the names of people who have posted each note and each reply. To read any messages in the diagram, position the bar cursor on a name. You can quickly pick out messages from specific visitors.

In the libraries, the software lets you simplify file retrieval. Not only can you create lists of files to retrieve and have the program automate the process, you also can avoid the sometimes confusing selections of a file-transfer protocol, because the software routinely uses the system's B+ Protocol. Also, graphics files are automatically supported by the program—they can be viewed online as well as downloaded for offline viewing.

For conferencing, the software provides an input window for composing messages away from the interruption of incoming text. It also offers multiple windows for those times when you are monitoring additional online conversations. The conferencing enhancements also can be used with the CB Simulator. See page 32. ◀

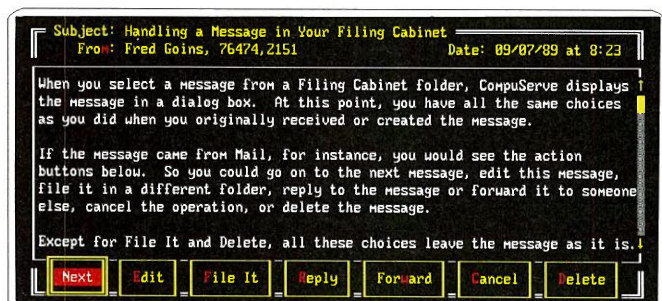
Charles Bowen is a contributing editor of CompuServe Magazine. His CompuServe User ID number is 70007,411.

NAVIGATION

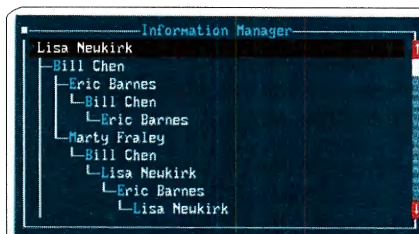
Find Support Online

CompuServe Information Manager Support Forum (GO CIMSUPPORT) supports CIM users free of connect-time charges. Forum members exchange ideas, support information, tips and techniques for using CIM. CompuServe Customer Service is available in the forum to address CIM-related questions.

In addition, Version 1.1 for the CompuServe Information Manager MS-DOS user interface is available online. To download Version 1.1 as an upgrade for Version 1.0, visit the CompuServe Information Manager software area (GO CIM).



Filing cabinets. These preserve online material, such as electronic mail and forum messages, on disk in different folders—much like a filing cabinet in a business office.



Visual message map. This map graphically displays the thread of selected messages in a particular forum, showing who replied to whom. This capability helps you follow the flow of a topic and select messages.



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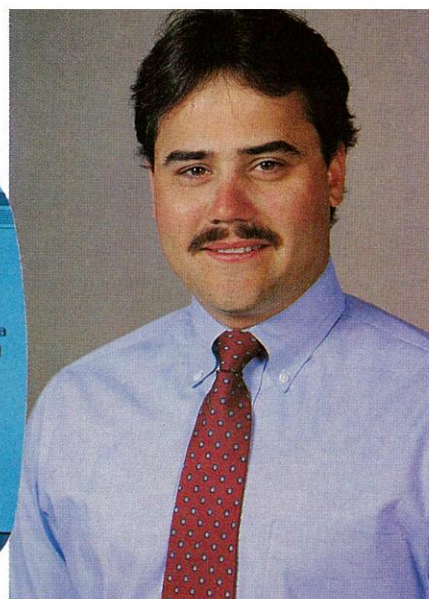
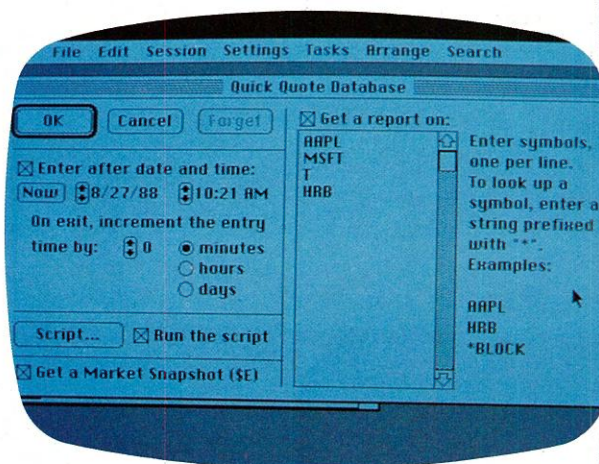
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by Charles Bowen



GREG MILLER

Award-winning program offers auto access: Wheeland with CompuServe Navigator

Automated Programs Save Time, Money

► Online, offline programs automate CompuServe sessions.

Using fully automated access programs with CompuServe is like having a chauffeur to drive you around town. The programs, most of which can be downloaded from the libraries of CompuServe's forums, can manage your entire online session.

ATOSIG, the most widely used IBM program, can be downloaded from the IBM Communications Forum (GO IBMCOM) and is free. This program was developed by a group of IBMNET enthusiasts and is now maintained by IBM forum managers Don Watkins and Vern Bueg.

CompuServe member Ed Fitzgerald, a production stage manager on and off Broadway, discovered that even after he had mastered the command mode of the forums his navigation was not the most efficient. He was relieved to find ATOSIG.

"ATOSIG automated all the things I was doing by hand, enabling me to increase my use of the forums while maintaining a reasonable cost," he says.

Fitzgerald has seen ATO, as it is sometimes called, evolve into a value-packed program with options he had never considered before. "With each improvement, the logical user interface has remained the best-selling point of the program. It really is easy to use 'right out of the box,'" he says.

Author Andrew Tobias, who has written several well-known business books and created the Managing Your Money financial software, was frustrated with his early attempts to use CompuServe. Then he found TAPCIS, another automated access program, and became "CompuServe's biggest fan." Tobias, who frequents the IBM Applications Forum, says such software "makes all the difference in the world," especially for monitoring favorite forums.

While some automated access programs

are free for the downloading, TAPCIS (originally called ZapCIS) is shareware, meaning that those who download it and like it are asked to pay a registration fee. TAPCIS has its own online support forum opened by the late Howard Benner, TAPCIS developer, in 1988 (GO TAPCIS).

The idea of automated software continues to spread to other machines. One of the newer ones

has come to the Atari world: a program called QuickCIS, written by Jim Ness, is public-domain software, available in the "Telecommunications" Library of the Atari Productivity Forum (GO ATARIPRO) as QWKCIS.ARC.

At about the same time, Neil Shapiro, chief forum manager of the Apple and Macintosh forums, suggested online that Apple Macintosh programmers explore the idea of creating a similar terminal program for that computer.

Programmer Mike O'Connor of White Plains, N.Y., responded by contributing a shareware program. O'Connor's program, which speeds online tasks by enabling the Mac operator to use a mouse device to point and click on features to use online, was picked up by CompuServe and today is marketed as Com-

NAVIGATION

puServe Navigator. In 1988, CompuServe Navigator won the Excellence in Software award for Best Telecommunications Program from the Software Publishers Association.

Tim Wheeland, CompuServe marketing manager, says, "From the beginning, CompuServe Navigator has had a lot of user input in its development, and it still does."

He notes that the primary source of information and support for the program is the Navigator Support Forum (GO NAVSUP).

Navigator 3 is available in the online ordering area (GO ORDER).

A big advantage to automated terminal programs is their ease of use. And, because they do what they do quickly, they can save on connect time. But best of all, they also are sanity-savers. By allowing you to read and reply to messages while offline, they let you take your time and concentrate on communicating without worrying about the cost.

To find an automated program for your computer, see next page.

Charles Bowen, co-author of How to Get the Most Out of CompuServe, is a contributing editor of CompuServe Magazine. His CompuServe User ID number is 70007,411.

How Automated Access Works

In a typical session with an automated access program:

1. You start offline by selecting options from a menu to tell the terminal program which tasks to perform, such as checking news in designated forums and retrieving CompuServe Mail messages.
2. The program then automatically logs on with your User ID number and password (which you entered into the program) and carries out your assignments, using expert commands and saving new messages in disk files as it goes.
3. Later, you can read the saved files at your leisure. You also can compose replies offline and instruct the program to log on again and post them.

Quick Route to Express Access

Here's a summary of the various automated access programs most frequently used by CompuServe members. Find the one for your computer and then read about its capabilities and how to obtain it.

Computer	Program	Forum	How to Obtain
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IBM PC, and PS/2 compatibles	ATOSIG Version 6.3a	IBM Communications Forum (GO IBMCOM) Library "Autosig (ATO)"	Download ATO63A.REQ (Hardware requirement), ATO63A.EXE (Executable public-domain software), ATODOC.EXE (Documentation)
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ATOSIG is the original IBM PC program written for the PC and CompuServe. It automates forum functions and runs scripts for CompuServe and PC MagNet forums, including automation of file downloading.



IBM PCs and compatibles	TAPCIS Version 5.2a	TAPCIS Forum (GO TAPCIS) Library "TAPCIS"	Download TAPCIS.ARC (Shareware), TAPCIS.INF (Overview), TAPDOC.ARC (Documentation)
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TAPCIS automates access to CompuServe forums, CompuServe Mail and PC MagNet. It supports the latest forum software and file transfer protocols, cutting online time to the minimum.



Macintosh	CompuServe Navigator	Navigator Support Forum (GO NAVSUP)	Order Online (GO ORDER)
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CompuServe Navigator simplifies access and use of CompuServe by letting you predefine your session before you go online. It incorporates standard Macintosh interface, B+ file transfer protocol and CompuServe Graphics Interchange Format, and provides automated access to CompuServe Mail, Quick Quotes and public forums.



Atari ST	ST/Forum Version 2.0	Atari Productivity Forum (GO ATARIPRO) Library "Telecommunications"	Download FORUM.ARC (Public domain software), TUTOR.STF (Documentation)
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ST/Forum is an automated CompuServe message retrieval program designed to simplify access (and cut connect-time charges) to the Atari forums and other CompuServe forums. Similar to TAPCIS.



Atari ST	QuickCIS Version 1.52a	Atari Productivity Forum (GO ATARIPRO) Library "Telecommunications"	Download QWKCIS.ARC (public domain software) QWKCIS.TXT (features and benefits of program).
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QuickCIS has capabilities for automatic access to CompuServe and up to six forums plus CompuServe Mail, multiple options on the handling of messages, ability to set command strings for message management and more.



Amiga	Whap! Version 1.9B	Amiga Tech Forum (GO AMIGATECH) Section "Whap!"	Download WHP19B.LZH (Public domain software)
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Whap! automates message retrieval, downloading and uploading files with Quick B Protocol. Message header marking and retrieval, catalog retrieval, and CompuServe Mail message retrieval and sending. Additional features when you register.

by Gayle Brown

Make Friends Worldwide

ADVENTURE

Everyone's Talking about CB

▼
Shop Around at The Mall,
page 34

▼
Explore a Wealth of Options,
page 35

▼
For Your Reference, p. 36

▼
Up and Away with
Travel Services, p. 37

Get a handle on real-time conversations with CompuServe's CB Simulator.

Duane Morin, known online as Jc, started using CompuServe's CB Simulator when he was 14. Now a student at Worcester Polytechnic Institute in Worcester, Mass., Morin reminisces, "I 'grew up' on CB."

In the beginning, Morin bagged groceries to pay his connect fees. While he isn't online as much now due to his studies, Morin says he does his best to keep in touch with the people he's met, even though they live in distant places. "It's the greatest way in the world to make friends," he says. One of Morin's fondest CB memories is the celebration of his 16th birthday online (on Channel 16, naturally) complete with people singing and dancing, and a CB artists' version of a cake with candles.

Halfway around the world, another CB member, Masunori Kusaka (alias Don Japan), is equally enthusiastic. Kusaka sends a greeting, translating from Japanese to English and back again as others respond. "Hello," he types, "I am 36 years old and have a wife and two daughters. I live

in Kyoto, Japan. I am an architect and am planning housing estates. I would like to meet more people in the world through CompuServe."

What is CB?

The CB Simulator is CompuServe's electronic conferencing program. With CB, you can have real-time conversations with other CompuServe members throughout the world simply by accessing CB and

typing on your computer or terminal keyboard.

Practical uses for CB include having business conferences, networking, meeting new people and keeping in touch with the folks back home. CB also is the perfect communication tool for disabled people. The majority of CBers, though, use it just because it's fun.

How CB Works

CB is easy to use. And CompuServe has made it even easier for new members by providing free online instructions. If you use any communication software other than the CompuServe Information Manager, the following steps apply.

Type GO CB and select Choice "Welcome New CB Users—Read This First." Note that Choice "Guidelines" is also free and contains more in-depth information.

When you are ready to try CB, select one of the Bands, listed as Choice "Access CB Band A" or Choice "Access CB Band B." Band A is the more crowded band and is busy day and night. Band B is less hectic.

Whichever band you choose, CB will ask you for your handle (the name you want to use online). Enter something fun and descriptive about yourself (and use good taste, please).

Channel 2 for Newcomers

Next, you are asked which channel you want to use for sending and receiving messages (each band of CB has 36 channels). Some channels are labeled (Channel 1 is the Adult Channel, Channel 17 is the Teen Channel, etc.). Press the Return key at the Channel prompt to see a list of labeled channels. First-timers are encouraged to select Channel 2, the Newcomers Channel. CB volunteers and other friendly people online keep an eye out for newcomers and make them feel welcome. But don't feel confined to any one channel; you are welcome to switch channels until you find one you like.

When you are on a channel, anything you type is sent as a message to other people on the same channel. CB automatically puts your handle in front of your messages.

If you aren't running a communication software package with conference mode capability (like the CompuServe Information Manager), your typed lines may look like they are running into the typed lines from



PAUL MONTGOMERY

other members. Even though your messages may look mixed up to you, they will appear as clean lines to the other people on your channel. Hint: Don't look at the screen while you are typing. Instead, type in your message and then look up and read incoming messages.

CB Commands

All CB commands start with a forward slash followed by a word and sometimes numbers. For example, if you type /HELP on CB, you will be shown a summary of all available CB commands. No one but you can see the command you typed.

The main things you need to know right away on CB are: who else is online, how to change channels and how to talk with someone.

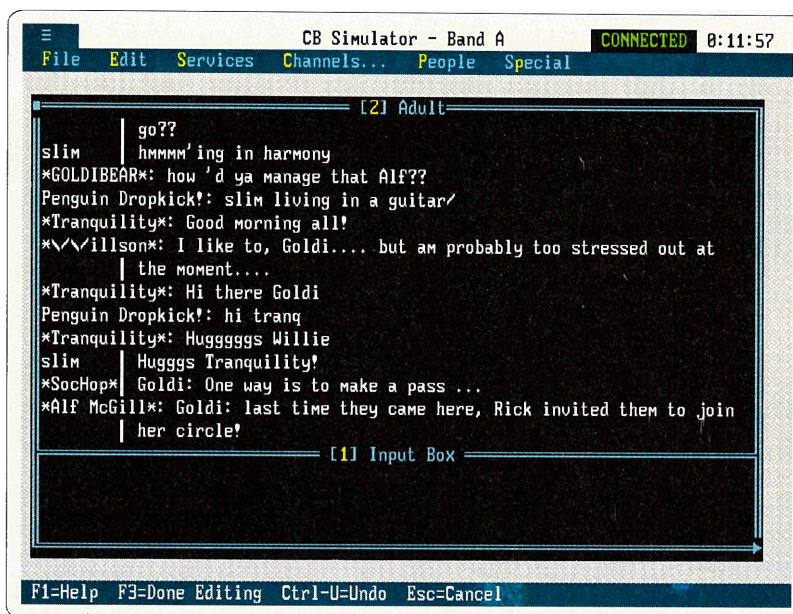
Who's On? To see a list of everyone who is on the CB band, type /USERS ALL. This will produce a table on your screen, including the job number, the User ID number, handle, network location code, and channel or talk status for all users in CB. If you only want to see who is on the same channel with you, type /USERS.

Changing Channels. To "hop" from one channel to another, simply type /CHANNEL number. For example, the command /CHANNEL 5 will switch you to Channel 5, so you then can send and receive messages with the people there.

Talk, Talk, Talk. There are three ways to have a conversation on CB. The first is on a channel with one or more other CBers. Here, the conversation can be joined by anyone who happens by your channel.

The second way is to send private one-liners back and forth with someone while staying on the channel and conversing there, too. No one except the other CBER and you can read those one-liners. Use the command: /SEND job number message. For example, /SEND 23 Hi, how are you?

The third way is to join a private group (or start your own private group). This type of conversation takes you off the channel; no one, except others in your private group, can see what you are typing. A group can have as few as two people or as many as you wish. To start a private group, send an invitation to someone: /INVITE job number. The person with the specified job number will see an invitation to join you in a private group and must respond by typing /JOIN job number (your job number).



Improved CB conferencing. If you have CompuServe Information Manager software, you can communicate in CB by pulling down windows and moving the cursor, rather than by using the commands explained in this article. The input box at the bottom of the screen allows you to keep your typing separate from incoming text, making conferencing more manageable.

Fun and Games

Humor has a home on CB, and the proof is in CBers such as Mike Warren, who does a popular online imitation of David Letterman. Warren uses the handle, "David L." to perform his CB comedy routine. Often starting out by typing, "But ya knowwwwwww, seriously folks....," Warren's routines include Letterman-style Top Ten lists and one-liners at the friendly expense of everyone else on the channel.

CBers also play trivia games online and have regularly scheduled debates.

A word of caution: Do not give your CompuServe password to anyone on CB. No one needs your password for any reason. Also, be particular about giving out your telephone number or real name and address, just as you would be careful about that information elsewhere.

CB Club Low Pricing Plan

"At first, I just lurked," says Jessica Ostrow, pAtChWoRk GiRl to her CB friends. "Lurking" is CB-talk for watching conversations but not participating. "I have a hearing impairment and CB is great for me," Ostrow adds. She's now one of the more verbose people on CB, spending so much time online that she says she would be broke if it were not for the CB Club special rates.

For a \$25 monthly prepayment, you can use CB during all hours, for only \$4 per hour using up to 2400 baud. Or, for a \$100 monthly prepayment, the hourly charge is only \$1. There's also a flat-rate plan, where you can pay \$75 per month and use CB all weekend

hours and from 7 p.m. until 8 a.m. on weekdays with no hourly connect charge. (All CB Club plans are based on calendar months and are for use at up to 2400 baud. Communication surcharges apply.) CB Clubbers also get a unique, reserved handle on CB. If you find that you want to spend a lot of time on CB, as many members do, type GO CBCLUB for details on these pricing plans.

CB Interface for the CompuServe Information Manager

For those members with IBM-compatible computers with a hard drive or 720K floppy disk drive and at least 640K RAM, the CompuServe Information Manager (CIM) software package offers a CB interface that's easy and fun to use. Forget about CB commands, slashes and job numbers. Just pull down windows of current CB information and move the cursor to the item you want. Your typing stays separate from incoming messages until you press the Return key to send your message.

To order the CompuServe Information Manager, type GO ORDER at any CompuServe prompt. For more information about CIM, see pages 26-28 of this magazine.

Other software packages, many with "split-screen" conferencing mode, are available online as freeware or shareware. Check the forum libraries for your specific computer type (type FIND IBM, FIND APPLE, etc., to locate the appropriate forum for you).

Gayle Brown is an assistant editor of CompuServe Magazine. Her CompuServe User ID number is 70003,4623.

Shop The Electronic Mall Anytime

Receive \$5 Free Connect Time

The Electronic Mall (GO MALL) is offering \$5 of free connect time in its more than 100 online stores. GO EXTRA within 45 days and then take a look around The Mall for free.

Explore The Mall's Welcome Windfalls, Too

Receive 10 special offers, including free gifts and extra discounts from 10 leading Electronic Mall merchants. GO EXTRA for details.

Shop for products, information and services around the clock.

Imagine zipping through more than 100 stores without leaving home. The Electronic Mall offers substantial savings on a wide variety of products, information and services. Shop and compare computer hardware, software and accessories; order books, magazines, videos and CDs; send FTD flowers virtually anywhere in the world; sample gourmet foods; receive information on new car models; and more at The Mall. Shoppers also can request print catalogs online from many merchants. Most catalogs are free or include merchandise certificates. Order from these catalogs electronically.

The Electronic Mall is open 24 hours a day, seven days a week. Browsing and ordering is easier and more reliable than with any other electronic shopping service. To explore The Mall, GO MALL and select "Shop The Mall" from the menu. Also shop by product category or by a list of merchants. Select a choice from these menus to go directly to the desired store. If you are looking for some-

thing specific, try the FIND command followed by the store name or product.

Mall stores accept most major credit cards. Some offer overnight delivery service for an added fee, and many will ship worldwide. The Mall directory includes information on shipping options and accepted payment forms. Most stores welcome shoppers' inquiries about their products.

The Mall has no membership fee or surcharge. Some stores are free of standard connect-time charges every day or on select weekends. For example, the AT&T Toll-Free 800 Directory (GO ATT) is **always free of connect-time** fees. For an up-to-date schedule of free shopping, GO MALL and select "Mall Headlines and Happenings."

Watch for the monthly *Go Mall* insert in *CompuServe Magazine* for news on sales, seasonal gift guides, free-connect shopping, contests, new merchants and more. Sears, Breton Harbor Baskets and Security Pacific are among new stores recently opened.

Save time and money. Discover the convenience of shopping electronically.

COFFEE ANYONE ???

OUR 5TH YEAR ONLINE

QUALITY - SERVICE CONVENIENCE

COFFEE MAKES GREAT CHRISTMAS GIFTS

A SAMPLER PACK IS A GOOD WAY TO START

YOUR ORDER SHIPS WITHIN 48 HRS.

TO SHOP OUR STORE JUST KEY **GO COF** AT ANY PROMPT

THE ORIGINAL COMPUTER COFFEEHOUSE

10 Easy Steps to Ordering in The Mall

Visit The Electronic Mall to order products from more than 100 retailers without searching for a parking space or waiting in check-out lines. Be sure to collect your \$5 of free connect time (GO EXTRA) and check out The Mall's Welcome Wagon, too. Then follow these 10 easy steps to order electronically in The Mall:

Step 1: Type GO MALL at any prompt and press the Return key to access The Electronic Mall.

Step 2: Select "Shop The Mall." Then choose "Shop by Department," "Shop by Merchant," or "Product Category Index." Each contains a handy guide to help you decide which stores to shop.

Step 3: At the prompt, select the merchant or department you want to visit.

Step 4: Browse the merchandise in the store by reading the detailed product descriptions, which include price and shipping details.

Step 5: Type O at the prompt if you want to order an item. You can cancel your order by typing EXIT at any prompt.

Step 6: Respond to the prompts for quantity, size, color and other relevant information. Press the Return key after each answer.

Step 7: Type CHECKOUT at any prompt after you are finished ordering.

Step 8: Review the order summary when it appears on your screen and revise it if necessary.

Step 9: Complete the electronic order form with billing and shipping information. Review and revise as needed.

Step 10: Jot down your order confirmation number when it appears on the screen. A copy of your order will be sent to your CompuServe Mail mailbox (GO MAIL) if you select this option.

by Chris J. Walther

All Fired Up About Financial Services

The CompuServe Information Service offers members a world of powerful financial databases not readily available elsewhere.

Wilfried Pausa, a deputy chief at one of Vienna's main fire stations, started investing in the US financial markets several years ago. Initially, he had to use the services of local banks, which not only charged up to 20 percent of the transaction sum for fees but also took two to three days to execute the order. He thought there had to be a better way.

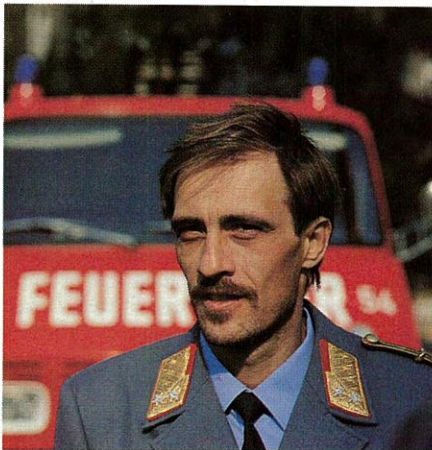
Things began to change for Pausa when he bought a Macintosh computer in February 1988. Money wise as ever, he ordered it in the United States at half the price charged by local retailers, and also received an introductory CompuServe membership. He immediately started checking indexes and prices online. And since Spear Securities Online (GO SPEAR) has been added to CompuServe, Pausa is now completing financial orders electronically.

Pausa, who serves a 24-hour shift every other day at the fire station, checks out the previous day's market in the morning (when it is still night in the United States). Until early afternoon, he then has plenty of time to contemplate whether or not to become active in the current day's market. "One can become addicted to all this," he admits.

After investing, he checks on his stocks in Quick Quote (GO QQUOTE) and his options in Option Pricing (GO OPRICE) several

times a day and, in occasional jittery situations, even comes into the office on his free days to log on. However, he does not consider himself a gambler, but rather one who takes calculated risks. "When I visit one of Vienna's famous 'Spielcasinos', I sell my chips to other players without using them myself," he says.

Until three years ago, Pausa considered himself a fundamentalist trader and closely



Monitoring financial data: Pausa

watched gold and oil stocks. But now, as markets have become volatile for the individual investor, he acts upon technical recommendations drawn by specialized programs

that analyze the data retrieved from online sources.

"Normally, I gain when I follow the analytical results," he says. "If I follow my emotions and buy against those conclusions, I've already lost."

Because of financial considerations, Pausa has only sparingly used other services available on CompuServe. Network access costs from Vienna have been too high to allow him to participate in forum discussions on a regular basis or to download files from the libraries. Pausa has made short online visits to The Electronic Mall, though. In addition to computer equipment, he has ordered smoked salmon and fitness gear for his wife. "It works great, even across the Big Pond," he reports.

Chris J. Walther, an editor with the Swiss News Agency, Berne, Switzerland, is also a free-lance journalist. His CompuServe User ID number is 76013,217.

Collect \$5 Credit in Financial Area

GO REWARD within 45 days of receiving this issue to obtain \$5 of free connect time in CompuServe's financial services.

Tips for Checking Quotes Quickly

Step-by-Step

Step 1: Type QUOTES at any CompuServe prompt to check the current status of your stocks. There is no need to interrupt your current session.

Step 2: At the Ticker prompt, type the ticker symbol or symbols of the stocks you want to price (i.e., HRB, SP 500, GM, IBM). The ticker symbol, latest price, change from yesterday's close, posting time and number of shares sold are provided for each quote requested. Note: Using the ticker symbol HRB (for H&R Block) at any Issue prompt enables you to sample any report for free.

Step 3: You can also enter the QUOTES command followed immediately by the ticker symbols to view your stocks' current trading status (i.e., QUOTES HRB, SP 500, GM, IBM). The QUOTES command is surcharged.

Step 4: If you don't know the company's ticker symbol, type GO LOOKUP at any

CompuServe prompt (you will leave your current session if you enter this command).

Invest with Expertise

Step 1: If you regularly track several issues, type GO QQUOTE at any CompuServe prompt to access Current Quotes. Then access MicroQuote II by entering /GO MQUOTE at the Issue prompt.

Step 2: Create a ticker symbol file by typing EDIT XXXXXX.XXX (file name) at the MQuote II prompt. For example, type EDIT STOCK.FIL.

Step 3: Type the ticker symbols (one per line) of the companies you monitor. Close the file by typing /EX.

Step 4: Type GO QQUOTE at the Mquote II prompt to return to Current Quotes.

Step 5: Use the file you created by typing @STOCK.FIL at the Issue prompt. Current Quotes responds with pricing data for each company in your file. To exit Current Quotes, type /EXIT at the Issue prompt.

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POMPANO BEACH, FL 33061

by John Edwards

Research and Relax

CompuServe's reference products are a far cry from your local library's reference collection. Unlike a public library, the information presented by CompuServe is available seven days a week, 24 hours a day, and you *can* take the material with you. Plus, you can search the scope of CompuServe's collection without leaving your home.

Whether you are looking for information on the condition of the Brazilian economy or a comparison review of laser printers, the pertinent text is at hand.

General Reference Databases

For general information, check out the online edition of **Grolier's Academic American Encyclopedia** (GO AAE), which features more than 10 million words and 33,000 articles. It offers "short entry" overview articles that lead to in-depth pieces on specific aspects of the main topic. For example, a general article on "Space Shuttle" leads into the core of this subject with essays titled "Components," "Typical Mission," "Crew" and "History." Also select "Bibliography" for additional information sources. A one-month subscription to the *Academic American Encyclopedia* costs \$7.50.

Detailed information on a virtually endless array of topics also can be found in **Iquest** (GO IQUEST). This reference product provides access to more than 850 publications, databases and indexes spanning the worlds of business, government, research, news, sports and entertainment. Iquest offers bibliographic databases that contain complete reference information for specific articles, and full-text databases that provide the entire text of original articles. The cost to

perform an initial search on Iquest is \$9 (some Iquest databases also carry a \$2 to \$25 surcharge).

Another place to look for general interest articles is **Magazine Database Plus** (GO MDP). This reference product is updated weekly and provides quick access to articles carried by leading periodicals, such as *Changing Times*, *The Economist*, *U.S. News & World Report* and *Popular Science*—more than 90 publications in all. Magazine Database Plus carries a 25-cents-per-minute surcharge. Each full-text article you locate costs \$1.50 to retrieve.

For comprehensive news, turn to CompuServe's **Executive News Service** (GO ENS), a powerful news-gathering tool. Review current news stories filed during the past 24 hours from The Associated Press, United Press International, Reuters Financial Report, *The Washington Post* and OTC NewsAlert. Or create a clipping folder that automatically captures stories to your specifications. The Executive News Service carries a \$15 hourly surcharge.

NewsGrid (GO NEWSGRID) also features the latest news from United Press International and other international news organizations. An easy-to-use "Key-word Search" feature enables you to locate stories from the past seven days.

In addition, **Newspaper Library** (GO NEWSLIB), contains the full text of selected articles from 42 city newspapers throughout the United States. The service charges \$3 for each list of up to 10 article titles located. Users also are charged \$3 for each article retrieved.

Computer Reference Databases

CompuServe provides a wide array of computer-related reference products. **Computer Library** (GO COMPLIB) is a family of search-and-retrieval services designed to provide a complete reference resource for the computer user. Computer Library contains:

Computer Database Plus (GO COMPDB) is updated weekly and offers a comprehensive collection of computer-related articles and article summaries from more than 130 magazines, newspapers and journals. **Computer Directory** (GO COMPDIR) contains detailed listings of more than 64,000 computer products and more than 9,500 manufacturers. Both services carry a surcharge.

Ziff Communications Journals

PC MagNet affords readers instant access to *PC Magazine's* programs, articles, databases and editorial staff. Included are The Utilities Database, which provides many search features, and the PC Labs Benchmark Series. In addition, four forums keep you up to date on computer technology.

Zmac (GO ZMAC) contains a searchable Buyer's Guide Database, featuring product reviews and information on thousands of Macintosh products. Also access a Tech Support Database.

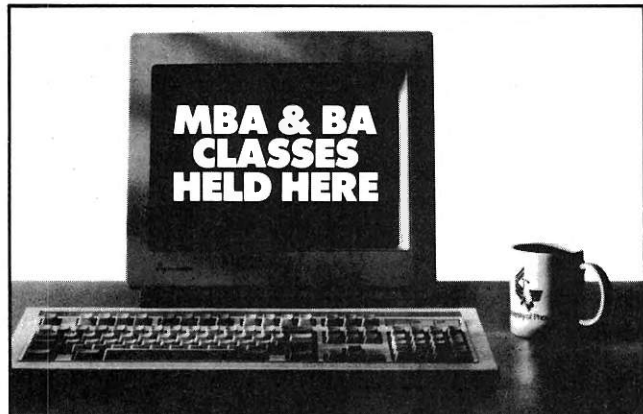
PC Week Extra! (GO PCWEEK) provides a searchable database of all products reviewed in *PC Week*, a weekly industry trade journal.

Other Reference Databases

CompuServe also offers a variety of specialized databases, including **Magill's Survey of Cinema** (GO MAGILL) for in-depth articles on movies released since 1902; **Books in Print** (GO BOOKS) for information on currently available books; **Health Database Plus** (GO HDB) for articles from leading health publications; and **Consumer Reports** (GO CONSUMER) for reviews of household products, appliances and services.

GO REFERENCE for a menu of reference databases. Then go frame your library card and tell your kids about the old days when most information could only be found in books.

John Edwards is a contributing editor of CompuServe Magazine. His CompuServe User ID number is 70007,412.



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Reference Helplines

Does a white-knuckle fear keep you from researching information online? Loosen up and relax—all of the reference products on CompuServe are designed for simple, pain-free use. In addition, most of the products feature an easy-to-use, no surcharge "Help" area. Here's a look at the key help services offered:

- ▶ **Grolier's Academic American Encyclopedia.** This product offers a demonstration area where users can practice actual search strategies.
- ▶ **IQuest.** A "Search Tips" section provides IQuest's operating guidelines. If you have difficulty finding one or more items of interest, typing SOS puts you in touch with a trained researcher.
- ▶ **Magazine Database Plus, Computer Database Plus, Computer Directory, Health Database Plus.** An "Instructions for Use" section provides articles on "Getting Started," "Sample Search/Helpful Hints" and "Reference Guide." Get help on navigation commands by typing a question mark at any "Enter Choice" prompt. Get help on search methods by selecting the method from the menu and then typing a question mark at the prompt.
- ▶ **Executive News Service.** An online "Introduction to the Executive News Service" provides an overview of what ENS is and how it works. It also offers detailed information on search techniques and how to design and maintain a clipping folder.
- ▶ **NewsGrid.** The "How to Use NewsGrid" section contains files covering six Help topics.
- ▶ **Zmac.** "About Zmac" describes the service's layout and provides usage tips.
- ▶ **PC MagNet.** Download a free Guide to PC MagNet (PCMAG.COM) in the free Practice Forum (GO PRACTICE) "Forum Help and Info" Library (1). Or, GO MAG-1 to read it online free of connect-time fees.
- ▶ **PC Week Extra!** Product/vendor database includes a "Searching Help" section.
- ▶ **Magill's Survey of Cinema.** "Search Guidelines" provides information on how to conduct a search. "Magill's Survey of Cinema Example" offers an example of the information available.
- ▶ **Books in Print.** "Search Guidelines" provides information on how to conduct a search. "Books in Print Example" offers an example of the information in the database.
- ▶ **Consumer Reports.** "How to Use Consumer Reports" describes how the database operates. An "Index to Consumer Reports Articles" also is provided.

—JE

by Cathryn Conroy

Be Your Own Travel Planner

The ability to take personal control of your travel arrangements is one of the advantages of CompuServe membership. No longer will you have to depend solely on the services of a travel agent to find the best flight and book it, select your hotel or rent an automobile. CompuServe's extensive online travel services can do all this and more in a matter of minutes.

The Official Airline Guide Electronic Edition (GO OAG) is the granddaddy of online reservation systems. Not only can you check tours and cruises and plan great adventures in ZapDel's Adventure Atlas, but you also can use OAG to view fares for all North American and international flights. You can make reservations online and choose from several ticketing options.

Nearly two dozen travel information databases are also part of OAG. Airport Arrival/Departure Information gives up-to-the-minute flight departure/arrival times and gate locations for airports in 12 major US cities. The US Department of State offers travel advisories for locations around the world, including the Middle East, Europe, Central America and more.

OAG Electronic Edition carries a surcharge of \$28 per hour during prime time and \$10 per hour during standard time.

Eaasy Sabre (GO SABRE), American Airlines' travel reservation system, offers flight schedules for nearly all airlines, including more than 25 million fares as well as listings for 16,000 hotels and 30 car-rental agencies. Reservations can be confirmed online with several ticketing options available.

A number of other travel services are offered, including the Official Recreation Guide with its comprehensive leisure travel and vacation planning information. Using this service, you can learn about festivals, concerts, sporting events, art exhibits, parades, operas, fairs and other events in your destination city. Booking information is available online. You are given unlimited access to ORG when you sign up online and pay a \$49 annual fee. Connect-time fees still apply.

Travelshopper (GO PARS) offers members direct access to Worldspan's reservation system, formerly PARS. In addition to viewing flight availability and fares for any airline in the world, you can book reservations and receive the lowest possible fare through the Low Fare Finder feature. Ticketing is available through a travel agent or via mail. This easy-to-use system also offers the latest information on currency exchange rates and up-to-the-minute weather information for selected cities.

The ABC Worldwide Hotel Guide (GO

ABC) is the world's largest database of hotel information with more than 68,000 comprehensive listings. In addition to offering the address, phone number, rates and facilities, this guide can be searched by city, hotel name, rates, special services or amenities.

Travel tips, including reviews of restaurants, tourist sites, travel safety information and more can be found in the **Travel Forum (GO TRAVSIG)** and **Florida Forum (GO FLORIDA)**. Library files, real-time conferences and message boards full of information offer you a chance to get answers to your travel questions from the experts—those who travel frequently or actually live in your destination city. Use the forums to find the best places to stay and eat and to locate interesting tourist attractions.

Cathryn Conroy is a contributing editor of CompuServe Magazine. Her CompuServe User ID number is 70007,417.

If You Get Lost...

Using the airline reservations systems for the first time can be fun. If you have questions, remember that help is just a phone call away. In addition to extensive online instructions, each of the services offers toll-free telephone assistance.

The Official Airline Guide's help desk is 800/323-4000. Call this number to request a free printed booklet that explains how to use the service and also gives cost information and tips on quick access.

An Eaasy Sabre representative can be reached at 800/331-2690. Several weeks after you complete your electronic application for membership, you will receive in the mail free printed information on how to use Eaasy Sabre.

Personal assistance on using Travelshopper is available by calling 800/892-1011.

Coming Soon!

CompuServe Information Manager will soon make travel planning easier than ever. Watch What's New for more details.

by Michael Naver

Make the Most of Online Minutes

► When time is money, CompuServe helps you beat the clock.

When you use CompuServe to get time-sensitive information or conduct personal and company business, the equation is clear: time saved is money saved.

Of the hundreds of informational and transactional services awaiting you on CompuServe, many give you results of real value in a few minutes online—results you might not be able to get elsewhere without a substantial investment of your valuable time.

Here you'll find examples of the benefits you can reap on CompuServe in less than 5 minutes, in 5 to 10 minutes, in 10 to 15 minutes, and in 15 to 20 minutes. You'll also discover how little the cost is on CompuServe, compared to other ways of doing business.

These estimates assume you are using a 1200-baud modem and standard communications software, and accessing through a local CompuServe access point. Supplemental network charges are not included in the estimates. If you have a 2400-baud modem, and you use one of the automated CompuServe information retrieval software packages, such as ATOSIG, TAPCIS or CompuServe Navigator, your savings will be even greater.

Most of the services listed below are available at the basic CompuServe connect-time charge of about 21 cents a minute. Some, such as the Executive Option products, carry surcharges. Where applicable, any such product surcharges are included in the cost estimate.

Once online, be sure to open your printer or disk buffer (if your communications software has this capability) to capture important information that you can read later. This way, you'll have the information handy

when you log on again. You might want to start a binder of instructions for those CompuServe services you'll use frequently.

Less Than 5 Minutes

Weather.

You're planning a business trip to Seattle next week, and you want to check the weather to see if you will need a raincoat or overcoat and boots. Also, you want to find out if there might be delays along the way at O'Hare Airport due to weather in Chicago. Type GO WEATHER and get the extended five-day temperature and precipitation forecasts for each area and log off. Time: 2 minutes. Cost: 42 cents.

Choose a college. Your daughter wants to go to a small Midwestern college (less than 1,000 students) that has an early-decision option. Visit Peterson's database of detailed information on more than 3,000 colleges (GO PETERSON). Type in the desired region, size and admissions policy and come up with a listing of nine colleges meeting the criteria. A quick review of expenses and majors for two of the colleges—Ripon and Urbana University—reveals that Ripon is the preferred choice. Log off. Time: 4 minutes. Cost \$1.24.

Keep tabs on investments. GO PRICES to check the movement of five favorite stocks. Get daily prices for the last three weeks. Log off. Time: 3 minutes. Cost: 63 cents, plus quotes surcharges of \$3.60 (\$2.70 if you have the Executive Option).

5 to 10 Minutes

Send urgent messages.

You're at your office in San Francisco and need to reach three far-flung business associates

with an urgent message. You don't have time for telephone tag or time-zone changes. Suppose your New York contact has MCI Mail, your Tokyo correspondent has a fax machine, and your new colleague in Brussels, Belgium has Telex. What to do?

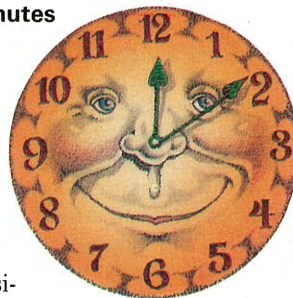
Log on and GO MAIL. Then type HELP MCIMAIL, HELP TELEX or HELP FAX for brief instructions about each delivery method. Upload your message from a file on your computer and send it in turn to each addressee. Time: 8 minutes. Cost: varies according to the length of your message. Most likely would be less than \$8 total to send a quick memo to all parties.

Emergency household purchases. Your old refrigerator finally gave up the ghost, and you need to replace it fast. You are not sure of the characteristics to look for in evaluating a refrigerator.

Log on and type GO CONSUMER to access the Consumer Reports database, containing selected articles back to 1987. Follow the prompts to get the latest article about refrigerators. Print it out and take it with you to the store. Time: 6 minutes. Cost: \$3.26.

Special computer software. CompuServe has a computer research library of 150,000 articles from more than 130 computer-related publications, over 50 of which contain full-text articles. You decide you need a drawing program for your computer. GO COMPDB, search for software reviews using the keyword "draw." Narrow your search to 30 articles with the search criteria provided for you. Select two full-text articles to read in full. Time: 9 minutes. Cost: \$4.90.

Find a hotel. You've picked Los Angeles for a getaway, and now you need to book a hotel room. You're hoping to stay at a hotel that has a health club. Use the ABC Worldwide Hotel Guide, which provides up-to-date information online for 68,000 hotels around the world.

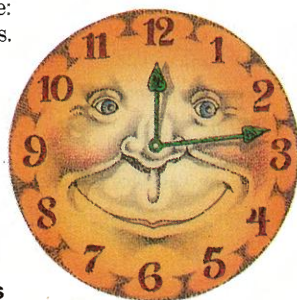


Log on, GO ABC and read the brief instructions. Follow the prompts to find hotels by price range, and then by amenity (health club) within the L.A. area. From a possible list of 104 L.A. hotels, you narrow the selection to 29. Narrow by price range to nine in medium price range (\$50 to \$100). Browse the list of nine and select three to read detailed descriptions, including address and phone number. Log off to choose one. Time:

8 minutes.

Cost:

\$1.68.



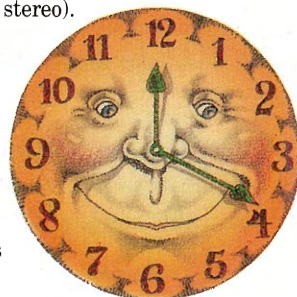
**10
to 15
Minutes**

Get informed

opinions. You're about to buy a new VCR, and you're undecided between a standard model and one of the snazzy new super-VHS machines. Log on, join the Consumer Electronics Forum (GO CEFORUM), and post your question to "all." Log off, check back a day or two day later and find four messages, all providing helpful suggestions. Time: 14 minutes. Cost: \$2.94.

Shop for bargains. You're always looking for bargains in home electronics, appliances and housewares. Shoppers Advantage (GO SAC) is a discount shopping club that lets you comparison-shop low prices on 250,000 brand-name products and place your order online. You can browse over a list of "best buys," check out the "merchandise of the month," or find the price on a particular product or model.

Select "best buys" to look for a stereo receiver you've been considering. You find the model in the list of best buys. Read the description of features. You notice the price is \$90 lower than one quoted in a popular mail-order catalog you've just perused. Sign up online as a Shoppers Advantage Club member and order your stereo. Time: 12 minutes. Cost: \$2.52 (plus the stereo).



**15
to 20
Minutes**

Make airline reserva-

tions. Major airline booking services are available on CompuServe when you type GO FLIGHTS. There you can select flights from the Official Airline Guide Electronic Edition, American Airlines Eeasy Sabre or Travelshopper.

Suppose you're on a business trip and an evening meeting requires you to postpone your return for another day. It's too late to reach your travel agent, but you need to change your reservation.

Log on to CompuServe, and type GO FLIGHTS. Browse through the services to get information on fares, schedules and airlines, along with any restrictions. Make your reservation online. Time: 16 minutes. Cost: \$3.70.

Customize your own news service to gather strategic information for your business. With the Executive News Service, an Executive Option service, you can set up your own news-gathering bureau. ENS gives you access to the Associated Press, United Press International, Reuters Financial Report, and *The Washington Post*.

ENS helps you manage this vast flow of

information by letting you create customized clipping folders for articles important to you. For example, you can follow press coverage of your company, a competitor or an entire industry.

GO ENS to create up to three folders (perhaps one for each of three clients) and put in up to seven keyword phrases in each folder. Log off, check in again in two days. Find three "hits." Read the articles, log off. Total time: 19 minutes. Cost: \$8.74. Note: Once you've set up a folder, it only takes a few minutes to monitor articles at a later date.

By now you've gotten the idea: There's a wealth of valuable material on CompuServe. Why not try these, plus other examples of your own selection.

Michael Naver is a free-lance writer based in Baltimore, Md. His CompuServe User ID number is 70007,621.

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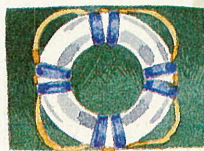
Become familiar with CompuServe before you log on. The *CompuServe Almanac*, the *CompuServe Users Guide* and *How To Get the Most Out of CompuServe* are good references that will save you online time later. GO ORDER (free of connect-time charges).

Learn What's New on CompuServe.

Every Thursday, the latest products and services on CompuServe are listed. To read What's New articles (free of connect-time charges), GO NEW.

Use the least expensive number.

Direct CompuServe access numbers are available in most areas within the United States and Canada. If there isn't a local number in your area, GO PHONES (free of connect-time charges) to see if a local TYMNET or Telenet number is available.



Use online help.

Take advantage of CompuServe's online help by typing HELP for free at any prompt. Be sure to print the information or save it on a disk.

Go directly to a page.

When you use the same service frequently, you'll notice it's always on the same page. Save time by typing GO (or just G) and the page number to get directly to your target. For example, GO OLT90 takes you to *Online Today's* current news.

Hints for Saving Time Online

Edited by Michael Naver and Karen Aneshansley

Disable "call waiting" on your phone line to avoid interruption. If you have "call waiting" on the same phone line you use for dialing CompuServe, you can disable it so your online session will not be interrupted. GO PRSIG, and read file DISABL.DO in Library "SAVTIM."

A registered CompuServe Mail letter costs only 25 cents. You will know when your correspondent sees your CompuServe Mail message if you choose "receipt requested" when you send it. For 25 cents, you can send a "registered letter." GO MAIL.

Keep on top of the news in just minutes. With the Executive News Service (GO ENS), you can scan the headlines of thousands of current news stories from major news services in about two minutes or set up a clipping folder.

Instantly check weather. Check the weather forecast in a flash from anywhere on CompuServe. Type WEATHER to get your local forecast or "Weather (city)" for another location. There is no need to use GO with this command. Afterward you'll be at the same prompt on CompuServe.

Get a discount on chatting in the CB Simulator. Join the CB Club (GO CBCLUB) and get a discount on your online chatting time in the CB Simulator.

Learn commands to bypass menus. You spend less time in a forum when you're in "command" rather than "menu" mode. Make a habit of typing a letter command rather than using menus.

Find a forum. For a complete list of CompuServe forums and GO commands, refer to the *CompuServe Almanac* or, when online, GO FORUMS and either print or download the list.

Find forum files quickly. When you're looking for files in a forum library, type SCAN to see which files are of interest. Type DIR to get a list of all files in the library.

Find IBM, Macintosh, Atari and graphics files fast. To find a particular file in a forum without searching through all of them, GO IBMFF, GO MACFF, GO ATARIFF or GO GRAPHFF. You will be prompted for the topic of the file and told where to find it.

Practice your forum navigation skills at no charge. Practice using forum commands in the Practice Forum without incurring connect-time charges. GO PRACTICE.

FIND a specific service. If you're not sure whether a specific service exists on CompuServe, type FIND and your subject (FIND APPLE, for example). You'll get a list of available subjects. Type GO followed by the quick reference word (GO APPLE) to get there.

Use SCROLL to read text non-stop. When you read or save a long file, you get the information faster when you type SCROLL at the first prompt instead of pressing the Return key at the end of each page. To make this feature permanent, GO OPTIONS and change your terminal settings.

Use Control keys to stop, start and interrupt. To pause while reading scrolling material, type [CONTROL-S]. Type [CONTROL-Q] to resume. To interrupt what you're doing without waiting for a prompt, type [CONTROL-P]. You'll get a prompt that lets you decide where you want to go next.

Buy and sell stocks at midnight with online brokers and stay ahead of the competition. Also, obtain a stock quotation from anywhere on CompuServe. Type QUOTES and the ticker symbol to get the stock's current price. There is no need to use GO with this command.

Ed Taylor just found the world's greatest laser printer for \$8⁵⁰.

They said it couldn't be done. But here is the true story of how it actually happened.

Ed Taylor was in the market for a good laser printer. Of course he could always trek from store to store comparing printer capabilities and costs, or rummage under his bed for last summer's buyer's guide.

But he did it the easy way.

He got on his modem and dialed up *Computer Database Plus*.

No matter what information you need from the back issue of a computer magazine, *Computer Database Plus* works. It lets you access every issue of 125 major computer publications going back to early 1987. With as little to go on as a key word, you can zero in on any one of thousands of reviews, articles, case histories or abstracts.

Almost as fast as Ed could type in "laser printer" he had tracked down eight product reviews—including the buyer's guide he remembered from last summer (which actually ran in January).

Even if the article you want has just hit the stands, you're in luck. *Computer Database Plus* is updated with almost 5,000 abstracts and articles every month from current publications.

You can get by for just a few dollars by jotting down the article title, issue and date. But Ed decided to print out the entire article. Total cost: \$8.50.

So when you want the best deal, get on the line to *Computer Database Plus*. From Information Access Company, the leading supplier of information databases.

How to find what you need for practically nothing.

Start using *Computer Database Plus* right away on CompuServe or PC MagNet. Just type GO COMPDB.

Or call 1-800-441-1165 for more information.

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